



Powerlink Queensland

# The Energy Charter Disclosure Statement 2023/24



# Contents

Message from the Powerlink Chair and Chief Executive..... 1

Our customers and communities..... 2

Customer and community highlights..... 3

Energy Charter scorecard..... 5

Energy Charter customer maturity model..... 7

Reporting on our priorities..... 8

Appendix 1..... 11

## Introduction and corporate information

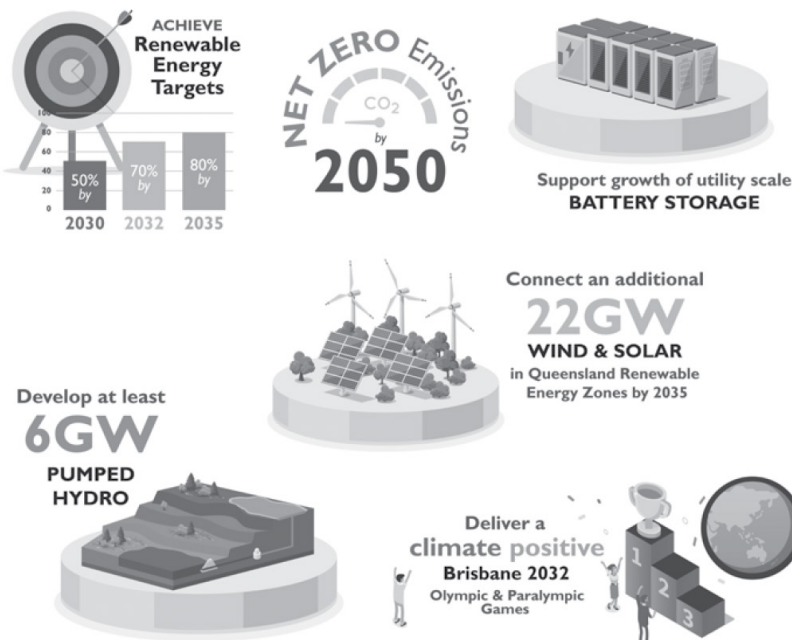
### About Powerlink

Powerlink Queensland (Powerlink) is a leading Australian provider of high voltage electricity transmission network services, combining innovation with insight to deliver safe, cost-effective and reliable solutions. We are a Government Owned Corporation that owns, develops, operates and maintains the high voltage electricity transmission network in Queensland. Our network extends 1,700 kilometres from Cairns to the New South Wales border.

Our purpose is to connect Queenslanders to a world-class energy future, providing electricity to more than five million Queenslanders and 241,000 businesses. Through our unique central position in the power system, we are guiding the market to help influence the energy system of the future – one comprising a diverse array of generation technologies, batteries and storage solutions, new grid technologies and demand management that effectively balances customer needs, while delivering a lower carbon future.

Powerlink’s network provides the platform to enable the provision of these and many other energy services while maintaining a sharp focus on safety, affordability and reliability of supply for our customers.

### Queensland Energy and Jobs Plan targets



### Strategic objectives in action

Powerlink is focused on four strategic objectives to deliver on our purpose of connecting Queenslanders to a world-class energy future:

#### 1. Be the renewable SuperGrid

We are working to connect large-scale renewable energy and storage projects to the grid, to create Renewable Energy Zones, and to ensure our transmission network can host new sources of renewable energy and storage.

#### 2. Guide the market

We are guiding industry and governments in how to navigate the energy transition to deliver the best outcomes for Queenslanders.

#### 3. Drive value for customers

We want to keep electricity costs as low as possible for the people of Queensland by innovating and operating efficiently.

#### 4. Unleash our potential

In a complex and uncertain environment, we need to get the best from our people by empowering our staff and working collaboratively.

# Message from the Powerlink Chair and Chief Executive

This disclosure statement provides a pragmatic assessment of Powerlink's work to deliver better outcomes for customers and communities. We remain steadfast in our commitment to putting our customers first and challenging ourselves to go beyond 'business as usual' on their behalf.

Reflecting on the year, we managed record electricity demand in our current network and made significant progress in scaling our organisation to be able to deliver Queensland's future network.

Energy bill stress and hardship is being experienced by many Queensland households, and we are alert to overall heightened cost-of-living pressures. We continue to partner with Uniting, enabling them to deliver their Energy Support Program directly to Queensland households in need.

While our focus remains sharply on energy affordability, this is being challenged by increased costs of capital and equipment, as global competition for key materials and skills intensifies. The increasingly complex network operating environment also requires continuous improvement to maintain service outcomes.

These realities necessitate doing things differently and innovating.

We constantly review our portfolio of network projects to ensure the best electricity outcomes for Queenslanders.

Getting more renewable energy to Queensland households is a key focus as it is the lowest cost energy source. Transmission investment and utilisation is fundamental to achieving this, to drive down bulk supply prices and CO2 emissions.

To meet our priorities and deliver for customers, work has continued on delivering the Queensland Energy and Jobs Plan (QEJP). We have built capacity and capability across Powerlink to deliver major projects and to ensure ongoing and genuine engagement with the communities in which we work. As we grow, we are giving Powerlink an on-the-ground regional presence, with interim hubs already in place in Gladstone and Townsville.

This year, we again convened our Customer Panel and working groups, and undertook perception and sentiment research. Our annual Transmission Network Forum was the largest yet. We also engaged with energy proponents on changes to system strength pricing and have deepened our engagement with proponents, and other stakeholders, on aspects associated with Queensland Renewable Energy Zones (REZs). Listening to and engaging with customers on our decision-making and activities underpins our commitment to serving Queenslanders.

Our work with stakeholders, customers, contractors, landholders and communities to build trust and maintain social licence to operate continues, guided by the Better Practice Social Licence Guideline, developed through the Energy Charter as part of the #BetterTogether initiative.

This year, we also rolled out our new SuperGrid Landholder Payment Framework and introduced the new Transmission Easement Engagement Process and the Project Participation and Access Allowance.

In 2023/24, we prioritised mental health and wellbeing by partnering with Rural Health Connect to offer a free professional counselling service to landholders and community members across our transmission corridors. We hosted the Energy Charter Landholder Engagement Training in February 2024 to support our people working in regional communities who engage with landholders about energy infrastructure to manage their health and wellbeing, and that of landholders, in challenging situations.

We welcome feedback on this disclosure from our customers and stakeholders in the spirit of continuous improvement.

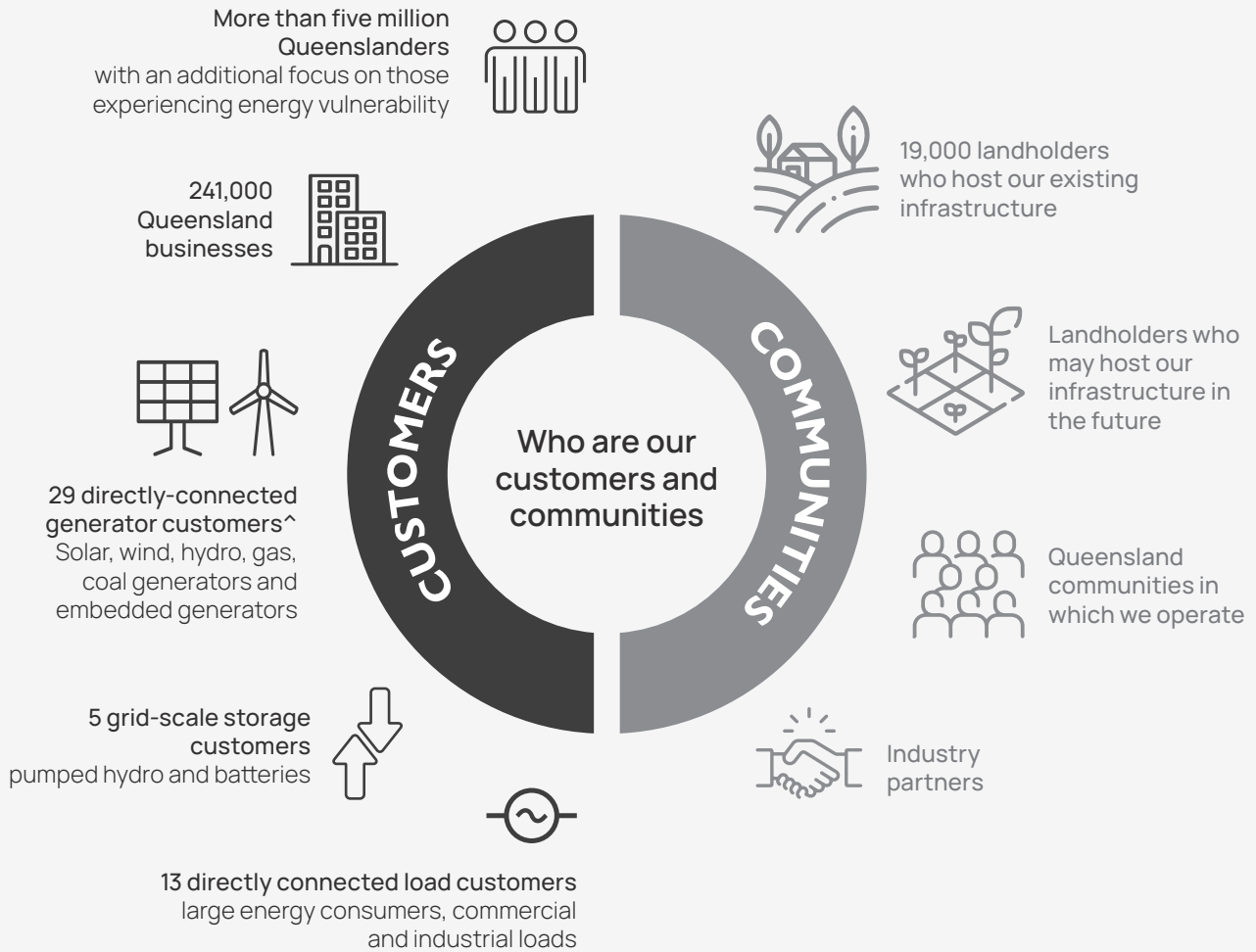


**Kathy Hirschfeld AM**  
Chair



**Prof. Paul Simshauser AM**  
Chief Executive

# Our customers and communities



<sup>^</sup>Methodology changed in 2023/24 to count number of customers. Customers can have more than one generator, storage, or load connected.

## The voice of the customer in this disclosure process

Powerlink’s Customer Panel has been engaged in preparation of this disclosure statement. Perspectives from the panel have particularly informed aspects of our maturity model ratings and our forward-looking priorities. Our priorities have also been informed by findings on customer concerns from our most recent stakeholder perception survey.

## Our Energy Charter commitment

The Energy Charter is a national CEO-led collaboration that supports the energy sector towards a customer-centric future. By committing to the Charter, Powerlink joins other organisations across the energy supply chain in committing to progress the culture and solutions needed to deliver more affordable, reliable and sustainable energy systems in line with our customers’ and communities’ expectations. This disclosure statement has been compiled with input from Powerlink’s Board of Directors, Chief Executive and leadership team.

# Customer and community highlights

## Successfully managed a new record peak electricity demand

Summer in Queensland brought with it a new record electricity peak demand of 11,005MW on 22 January 2024 – a 9.3% jump on the last record peak demand. Our forecast for Queensland, based on the Australian Energy Market Operator (AEMO)'s Step Change scenario forecast from the 2023 Transmission Annual Planning Report (TAPR), was for an average of an 1.8% increase each year.

Maintaining safe and reliable supply during that period took a whole-of-organisation approach. From the planning and strategy teams making critical supply decisions through to the dozens of engineers, technicians, communications and support staff on hand to do the work, hundreds of people were mobilised quickly to keep Queenslanders comfortable and the network stable.

Our network continued operating safely and performed well in extreme conditions, attributable to our dedicated expert team and the ongoing work being undertaken to prepare for the energy transformation.

## The Energy Act

The *Energy (Renewable Transformation and Jobs) Act 2024* (the Act) was passed in April 2024. The Act is the next step for the government in implementing the QEJP and includes significant responsibilities and structures relevant for Powerlink across transmission investment and Renewable Energy Zones (REZs).

Powerlink has worked closely with the Queensland Government in the development of the Act, contributing analysis, advice and expertise. It has also assisted in the development of the Queensland SuperGrid Infrastructure Blueprint, which sets out the major new transmission developments which will be required to meet legislated renewable energy and emission reduction targets.

## Created and launched the SuperGrid Telecommunications Program

Just like electricity, digital connectivity is an essential part of life. Many Queenslanders in regional and remote areas have limited access to high-speed internet and mobile phone services. They often rely on satellite or copper connections, which can be slow, unreliable and expensive. This can affect their ability to access telehealth, online learning, emergency information, banking, e-commerce and other digital services.

The SuperGrid Telecommunications Program is part of our commitment to giving back to the communities where we work, providing infrastructure and services that will support them into the future.

A joint initiative between Powerlink and our subsidiary Queensland Capacity Network (QCN), the Program will use Powerlink's transmission towers and the fibre optic cable they carry to boost telecommunications services for communities in REZs and across the footprint of Queensland's SuperGrid.

Powerlink also supported the restoration of telecommunications services to flood-affected communities in north Queensland via our partnership with QCN, demonstrating the resilience of our telecommunications services in emergency conditions.

## Innovation and technology

In 2023/24, our efforts to adopt new business practices and technologies, and adapt existing technologies to new purposes has enabled improved customer value. As highlights, we:

- used drones in stringing the connection to Genex's Kidston Pumped Storage Hydro Project, reducing the impact on landholders and the environment, and increasing safety for our teams. At more than 50km, this is an Asia-Pacific record of high voltage electricity lines strung by a drone
- completed implementation of the 132kV phase lifter that enables work to be undertaken without compromising supply
- opened our Innovation Hub and Operational Technology Test and Development Centre. The Centre houses a world-class power system simulator that will be used to support ongoing development of Powerlink's future Advanced Energy Management System (AEMS). It will ultimately become available for replicating real network events, test scenarios and disaster management which will enable uplift of our own training facilities
- held our first 500kV Design Innovation Challenge across the organisation, with eight projects across the network now under feasibility assessment
- developed a SAP-based product – Sustainability Control Tower – that automates the capture and management of data related to ESG targets, including Scope 1 and Scope 2 emissions. This Australian first will assist us in managing our obligations in this space efficiently and effectively
- boosted digital transformation by rolling out the first phase of the Field Delivery Optimisation (FIDO) program that supports communication and safety in the field
- trialled a Boston Dynamics Robodog to boost the safety and security of equipment in geographically remote substations.

## Queensland's biodiversity

As the scale and pace of transmission project development ramps up, we acknowledge the need to proactively look at preserving or enhancing biodiversity and addressing biodiversity impacts. We also need to consider individual and cumulative project development impacts across our network. Working with relevant organisations and stakeholders across Queensland, Powerlink contributed to the development of a new resource, the *Better Practice Renewables and Biodiversity: Opportunities for Collaboration Guide*, led by The Energy Charter and RE-Alliance. The guide outlines the environmental considerations across every stage of renewable energy project developments to ensure biodiversity remains a key focus in major and mega projects.

In March 2024, we also delivered an Australian-first trial of traditional fire management in partnership with Queensland Parks and Wildlife Service (QPWS), Queensland Fire Department and neighbouring landholders. We carried out broad-scale strategic burning across 1,500 hectares in the D'Aguilar National Park to protect crucial habitat and minimise the potential impact of bushfires on our network and Queensland communities.

# Energy Charter scorecard

The scorecard below was co-designed with our Customer Panel members in 2022. It captures relevant performance measures across the five principles of the Energy Charter and supports customer evaluation of Powerlink's customer maturity.

Measure	Description	Targets	Last year's results (22/23)	This year's results (23/24)	Commentary
<b>Principle 1: We will put customers at the centre of the energy system</b>					
Staff Understanding of customers <i>Survey score</i>	The extent to which staff feel they know who their customers are. The percentage represents the proportion of staff who scored between 8 and 10. <i>Source: Powerlink Employee Engagement Survey.</i>	>85%	92%	87%	Achieved target
<b>Principle 2: We will improve energy affordability for customers</b>					
Bulk Electricity Price Trend <i>\$/MWh expressed as real values</i>	Three-year average of wholesale electricity prices, adjusted for CPI <i>Sources: AEMO; Powerlink; AER; Australian Stock Exchange; Australian Bureau of Statistics.</i>	To demonstrate driving value for customers, bulk electricity prices should be flat or declining in real terms over a three year horizon.	Historical 3-year average as at: Jun 21: \$89.57 Jun 22: \$119.86 Jun23: \$149.63  Forecast 3-year average (Jun 23): \$109.28	Historical 3 year average as at: Jun 22: \$128.28 Jun 23: \$160.47 Jun 24: \$167.78  Forecast 3 year average (Jun 24): \$108	Not achieved target.  Bulk electricity prices rising in real terms over a three year horizon.  Forward forecast shows reduction compared to Jun 22 and Jun 23 (forecast only)
Unsupplied system minutes <i>Minutes</i>	A measure of performance of the transmission network as experienced by consumers. <i>Measure of energy not supplied in megawatt minutes, divided by historical maximum demand. It is an industry standard measure and is part of the Australian Energy Market Commission's (AEMC's) annual Market Performance Review.</i> <i>Source: AEMC</i>	< +0.58	0.514	1.342	Not achieved target.  A loss of supply event occurred during October. A trip of 132kV Feeder 7131 Townsville South to Clare South resulted in a loss of Ergon Energy and Sun Metals load to Townsville and surrounding areas.
Affordability <i>Descriptive report back</i>	An annual briefing outlining actions to help meet our regulated operating expenditure target for the 2023-27 regulatory period. <i>Source: Powerlink. Network Regulation, Operations and Service Delivery and Finance and Governance.</i>	N/A	Completed	Completed	Briefing was provided at September Panel meeting.
Non-regulated project delivery on time <i>Percentage %</i>	Powerlink's performance in on time project delivery for non-regulated capital projects. <i>Source: Powerlink Project Management Office</i>	Trend +/- current vs previous	100%	100%	
<b>Principle 3: We will provide energy safely, sustainably and reliably</b>					
Renewable electricity generator and battery storage connections completed <i>(MW)</i>	A measure of the number of renewable electricity generator projects completed and connected into Powerlink's transmission network. <i>Source: Powerlink</i>	N/A	621	300	

Renewable electricity generator and battery storage connections committed (MW)	Renewable electricity generator connections committed for Powerlink's transmission network. <i>Source: Powerlink; AEMO</i>	N/A	250	2154	
Renewable energy in Qld (generated) Percentage %	Queensland's renewable energy generation as a percentage of consumption. Includes generation from bioenergy, hydro, wind, solar and rooftop PV. <i>Sources: OpenNEM</i>	50% by 2030 70% by 2032 80% by 2035	24.9% current as at 5 May 2023	28.5%	With the release of the Queensland Energy and Jobs Plan, percentage-based renewable energy generation targets have now been set. Powerlink now aligns its reporting with these.
Network Security Market Notices Number	This is a measure of the number of times AEMO issues market interventions to maintain system security during the equivalent of system normal conditions. <i>Measured as the total count of relevant AEMO Market Notices.</i> <i>Source: AEMO</i>	≥10 Red ≤5 Green	3	1	Achieved
<b>Principle 4 : We will improve the customer experience<sup>4</sup></b>					
Social Licence to operate Number (0-10)	How stakeholders rate the overall social license to operate of Powerlink. Results are on a scale of 0 to 10, where 10 is highest. <i>Source: Powerlink Stakeholder Perception Survey<sup>2</sup></i>	Trend +/- current vs previous	3.98 <sup>^</sup>	7.02	New methodology <sup>^</sup>
Reputation Score Number (0-10)	How stakeholders rate the overall reputation of Powerlink. Results are on a scale of 0 to 10, where 10 is the highest. <i>Source: Powerlink Stakeholder Perception Survey<sup>2</sup></i>	Trend +/- current vs previous	3.76 <sup>^</sup>	7.26	New methodology <sup>^</sup>
Customer Trust Score Number (0-10)	How stakeholders rate Powerlink as being trustworthy. Results are on a scale of 0 to 10, where 10 is the highest. <i>Source: Powerlink Stakeholder Perception Survey<sup>2</sup></i>	Trend +/- current vs previous	4.03 <sup>^</sup>	7.29	New methodology <sup>^</sup>
<b>Principle 5: We will support customers facing vulnerable circumstances</b>					
Support for Vulnerable Customers	An annual briefing detailing key outcomes from the Uniting Energy Program. Will also provide a snapshot of the key support undertaken through the Powerlink Employee Volunteer Program.	N/A	Completed	Completed	Briefing was provided at September Customer Panel meeting.

<sup>^</sup> Previous methodology was based on a 1-5 score. We have moved to a 0-10 point score in addition to revised question design in 2024.

- 1 Powerlink Employee Engagement Survey: independently conducted staff survey open to all staff.
- 2 Powerlink Stakeholder Perception Survey: includes customers, customer advocacy groups, contractors, suppliers, environmental and community groups, industry associations, landholders, government, regulators and utilities.
- 3 Completed projects are those where all Powerlink works are complete.
- 4 Note a change to reporting: prior disclosures reported on landholder complaints resolved. Please refer to Appendix 1 for the dedicated landholder/social license measures checklist. We are looking at alternative customer measures.



# Energy Charter customer maturity model

Our self-assessed level of organisational maturity for each Energy Charter customer principle is captured below. The assessment reflects on organisational outcomes within our control, with sensitivity to customers' overall energy experience and the macroeconomic context.

## Powerlink's Organisational Customer Maturity Assessment for 2023/24

Maturity levels and definitions		Elementary	Emerging	Evolving	Empowering	Exceeding	Change from last year
		No formal approach to the majority of the Principles in Action	Emerging and repeatable approach to the majority of Principles in Action	Evolved and defined approach to the majority of the Principles in Action	Empowered and proactive approach to the Principles in Action and customer outcomes measured and managed	Exceeding all Principles in Action and achieving optimal customer outcomes	
Principles Of The Energy Charter	<b>Principle 1.</b> We will put customers at the centre of our business and the energy system			2022/23			●
				2023/24			
	<b>Principle 2.</b> We will improve energy affordability for customers			2022/23			←
				2023/24			
	<b>Principle 3.</b> We will provide energy	Safely			2022/23		●
					2023/24		
		Sustainably			2022/23		●
					2023/24		
		Reliably			2022/23		●
					2023/24		
<b>Principle 4.</b> We will improve the customer experience.			2022/23		●		
			2023/24				
<b>Principle 5.</b> We will support customers facing vulnerable circumstances			2022/23		●		
			2023/24				

Key: ← Declining ● Stable → Improving

# Reporting on our priorities

Our focus is on ensuring reliability, affordability of the Queensland bulk electricity supply price and driving down CO<sub>2</sub> emissions through connecting renewables. Our five priorities focus on critical energy transformation work and the delivery of customer value.

## 1. Renewable Energy Zones

**Powerlink is prioritising greater customer focus within the rapidly developing area of Renewable Energy Zones (REZs). For renewable generation owners and developers, we are prioritising this area to strengthen the attractiveness of Queensland for renewable and storage investment, support timely investments and ensure effective communications to customers. We are continuing to pursue the ongoing implementation of a market-led REZ model to drive affordability for Queenslanders. We also want to ensure that lasting benefits are created for communities hosting REZ infrastructure.**

### Our progress

In 2023/24 Powerlink contributed to key Queensland Government documents that progress the governance, frameworks and planning for Queensland REZs under the QEJP:

- the REZ Roadmap released in March 2024 (to be updated biennially) outlines 12 proposed REZs to be connected to the Queensland SuperGrid, with indicative staging designed to meet renewable energy targets
- the Energy (Renewable Transformation and Jobs) Act 2024 (the Act), passed in April 2024. The Act includes details on REZs, including the establishment of a new statutory role – the REZ Delivery Body. Powerlink expects to be appointed as the REZ Delivery Body by the Queensland Government, which will give us the planning and operating role for REZs in our state.

Powerlink has already progressed the development of three REZs, each based on a market-led REZ model. This approach will continue within the new REZ frameworks under the Act. It not only saves Queenslanders' money, but also results in more efficient, optimised placement of infrastructure, as well as coordinated community and landholder benefits.

Engagement, communication and timely collaboration underpin the success of a market-led approach. We published and promoted a discussion paper on aspects of REZ planning in May 2024 which sought views from renewable energy developers and investors, industry representatives and other interested parties across eight insight areas. Powerlink also sought earlier insights from these stakeholders at its 2023 Transmission Network Forum. Powerlink has now initiated engagement with other jurisdictions developing REZs to support knowledge sharing and learning.

We've been working closely with the Queensland Government on the first REZ Readiness Assessment, for Central Queensland. Aimed at assessing the readiness of communities to undertake REZ development activity (including impacts on ports, roads and housing), this assessment is coupled with ongoing community engagement processes by Powerlink to ensure the community's needs and wants are balanced with the infrastructure requirements of the energy transformation.

## 2. Scaling up and readying our organisation to deliver on the Queensland Energy and Jobs Plan

**Powerlink is focusing on readiness and resilience activities to deliver an increased work pipeline to effectively support the QEJP. For customers, we are prioritising this area to deliver the transformation and manage change, to ensure timeliness of service provision and asset readiness, to maintain and strengthen our role as trusted advisor, to uphold service provision in an increasingly complex operating environment, and ultimately to attain renewable energy targets.**

## Our progress

In 2023/24, we continued our commitment to delivery of our role under the QEJP and the Queensland SuperGrid Infrastructure Blueprint and meeting the ambitious renewable energy targets set by Government.

Powerlink has worked to increase the capacity and capability of our people and our processes. This has included:

- sustainably raising headcount by 34 per cent (up from 1,200 last year to almost 1,600)
- employing more apprentices, trainees and graduates than ever before
- increasing our pool of applicants and the diversity of our workforce through proactive recruitment and the launch of our employee value proposition (EVP)
- commencing the Real Time Network Operations Future Focus Program to improve processes, better align with international standards and best practice, and upgrade training materials and capability development.

We are aligning this growth with the regionalisation of our workforce across all project delivery areas to better support customers and create an ongoing Powerlink presence for the community after projects are completed. Our interim hubs in Gladstone and Townsville gave Powerlink on-the-ground regional presence in 2023/24.

We have established a Major Projects Division and are working on an integrated strategic plan for major projects (ISPMP) to underpin the organisation's readiness for multi-billion-dollar projects, systems and capabilities.

## 3. Streamlining connections

**Powerlink is prioritising its connection services and processes, particularly in relation to the development of REZs, pursuing improvements in pace/efficiency/attractiveness of connections service provision. For renewable generation owners and developers, we are focusing on this area to support Queensland's attractiveness for investment, achieving the energy transformation within target timeframes, ensuring we continue to build and maintain a strong reputation for our connections service provision.**

### Our progress

We're committed to connecting customer assets to our network faster by streamlining our connection process from idea to energisation, offering more options for Queensland customers, and supporting emissions reduction across industries.

Looking to decarbonise the whole power system means finding alternatives for the future to maintain reliable supply going forward. In 2023/24, Powerlink continued working with direct connect customers to understand their decarbonisation plans for meeting emissions targets and the expected impact on our network.

We have more than doubled our connections team to deal with the energy transition. We have also reviewed our processes and taken an account management approach to consistently support our customers through each stage of their projects.

As more projects come online, we continue to strengthen our network to manage this growth. We have developed a Future Grid Operations Strategy that outlines how we will transform our network into a renewable grid that is resilient, flexible and interconnected.

Our project development teams have dedicated staff in the regions and are providing subject matter expertise as we deliver on the QEJP. These regional staff members provide more opportunities for community engagement and higher quality information coming through to our teams.

## 4. SuperGrid backbone new transmission investment process and decision-making (Priority Transmission Investments)

**Powerlink is focusing on the development of engagement required for the new class of Priority Transmission Investments (PTIs) and on the definition and preliminary development of expected candidate PTIs. For customers, we are prioritising this area of work to ensure any new transmission investments are efficient, prudent and timely and that we are engaging effectively and sufficiently. We recognise the overall need to ensure transparency in communicating with customers on the progress of the SuperGrid development and investment, given the SuperGrid is a key driver of the energy transformation and other decisions are dependent on its progress.**

## Our progress

As well as detailed REZ frameworks, the Act sets out the process that allows the Queensland Government to identify and assess Priority Transmission Investment (PTI) projects within a new State-based planning and investment framework, and, following completion of assessment activities, to direct Powerlink to construct those projects and recover its associated costs. This year Powerlink has worked closely with the Queensland Government in support and preparation of the PTI framework and processes.

This new framework will enable timely investment on a number of transmission projects that are critical to the transformation of Queensland's energy system. These projects are identified in the Queensland SuperGrid Infrastructure Blueprint that accompanies the QEJP.

In July 2023 a working group was established from interested members of Powerlink's Customer Panel. With the commencement of the first PTI (Gladstone Project) this group became the Expert PTI Panel. The panel will provide input into how we can best undertake meaningful customer engagement and what information customers expect and require to maintain confidence in the need, prudence and efficiency of the investments. The outcomes include PTI engagement principles, identification of engagement audiences, an engagement scope table and an engagement approach.

## 5. Better partnerships with communities in the delivery of our infrastructure

**Powerlink is committed to working with Queensland communities who are hosting our new infrastructure to deliver co-existence, support the sharing of benefits across communities and ensure best approaches to community and landholder engagement. Please refer to Appendix 1 for further information on the Energy Charter's 'Better Practice Social Licence Guideline Priority Actions Checklist' to which Powerlink is committed.**

### Our progress

In 2023/24, Powerlink enhanced its partnerships through a mix of framework-building and pragmatic partnership actions. This year, our ongoing community partnerships brought our social commitment to life, with highlights including:

- launching the new Transmission Easement Engagement Process, which outlines how we develop, construct, operate and maintain our transmission network, including how we work with landholders, Traditional Owner groups, the community and other stakeholders
- renewing our commitment to landholders by launching the new Project Participation and Access Allowance in February 2024, which allows eligible landholders to apply for a \$5,000 payment to recognise their cooperation and participation if Powerlink needs to access their land for on-ground information
- partnering with Queensland Farmers' Federation to create a new full-time role to support the agricultural sector with tailored knowledge, capacity building and pathways to provide perspectives around energy. This exciting partnership will provide more opportunities to share accurate information about projects, support Powerlink's ability to understand key needs and perspectives in the regions, and foster engagement with the agricultural sector
- partnering with Rural Health Connect to offer a free professional counselling service to landholders and community members affected by the rollout of transmission corridors to support the QEJP.
- partnering with Firesticks: a not-for-profit Indigenous network aiming to increase cultural burning by facilitating cultural learning pathways to fire and land management
- lodging our first 12-Month Accountability Report for the Energy Charter's Better Practice Social Licence Guideline. In it, we assess our performance against the 37 principles in the guideline, ranging from land access, engagement and community investment, to biosecurity and safety education (See Appendix 1)
- hosting the Energy Charter's Landholder Engagement Training in February 2024 to support our people working in regional communities and talking to landholders about energy infrastructure. The February training aimed to assist regional employees, communities and landholders to manage their health and wellbeing during challenging community engagement and landholder engagement processes. At the event, a landholder insights panel shared their stories on hosting renewable energy infrastructure.

Looking ahead, Powerlink will finalise a social performance framework to guide our corporate citizenship in the energy transition. In particular, its focus will be on reinforcing our commitment to the sustainability of communities affected by our infrastructure and to supporting the adaptation and resilience of those communities to change.

# Appendix 1

## Better Practice Social Licence Guideline Priority Actions Checklist

Powerlink lodged our first 12-Month Accountability Report for the Energy Charter's Better Practice Social Licence Guideline. In it we assess our performance against the 37 principles in the guideline including land access, engagement and community investment to biosecurity and safety education.

The Better Practice Social Licence Guideline Priority Actions Checklist was developed as part of the #BetterTogether Landholder + Community Social Licence initiative, focused on social licence to operate within the energy transition.

To learn more about Powerlink's performance against the Energy Charter Better Practice Social Licence Guideline, please read our Independent Accountability Review document available on our website. The report details Powerlink's committed actions and outcomes, and areas being progressed for future improvement opportunities.

### Better Practice Social Licence Guideline Priority Actions Checklist

<input checked="" type="checkbox"/>	Participation fees	
<input type="checkbox"/>	Consideration and communication around undergrounding	
<input checked="" type="checkbox"/>	Upgrades and maintenance activities in construction and operations	
<input checked="" type="checkbox"/>	Addressing power imbalances between transmission businesses and landholders	
<input type="checkbox"/>	A designated person, 24/7 contact number and facilitated engagement	
<input checked="" type="checkbox"/>	Regional engagement teams	
<input checked="" type="checkbox"/>	Placement of towers to minimise impacts	
<input checked="" type="checkbox"/>	Provide clear schedules, detailing requirements for access	
<input type="checkbox"/>	Easy and timely access to records of access on request	
<input type="checkbox"/>	Clear steps and contacts for complaints	
<input checked="" type="checkbox"/>	Transparent, plain English information regarding compensation	
<input checked="" type="checkbox"/>	Annualised compensation	
<input checked="" type="checkbox"/>	Easy and timely access to compensation for professional costs	
<input type="checkbox"/>	Proactive, tailored education programs on safety	
<input checked="" type="checkbox"/>	Strong, tailored biosecurity management plans	
<input checked="" type="checkbox"/>	Engage with landholders on soil requirements	
<input checked="" type="checkbox"/>	Protect soil from compaction, erosion, or other damage	
<input checked="" type="checkbox"/>	Develop Community Benefit Sharing programs	
<input checked="" type="checkbox"/>	Preference procurement from local suppliers	
<input checked="" type="checkbox"/>	Social and environmental criteria in procurement decision-making	

Visit [www.powerlink.com.au](http://www.powerlink.com.au) for a copy of the disclosure statement or request via email.

**Key:**  Planning  Operations  Construction  Decommissioning

# Contact us

Registered office 33 Harold St Virginia  
Queensland 4014 Australia  
ABN 82 078 849 233

Postal address PO Box 1193 Virginia  
Queensland 4014 Australia

Telephone +61 7 3860 2111  
(during business hours)

Email [pqenquiries@powerlink.com.au](mailto:pqenquiries@powerlink.com.au)

Website [www.powerlink.com.au](http://www.powerlink.com.au)

Social media 

