

November 2025

# Powerlink 2027-32 Revenue Proposal

## Community Engagement Approach





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POWERLINK QUEENSLAND

# Community Engagement Approach

## A message from our Interim Chief Executive

Communities play a key role in the transformation of Queensland's energy system.

Through our work to deliver an ongoing safe, reliable and cost-effective transmission network, we will be building new infrastructure and replacing existing infrastructure as required to support future generation requirements and large-scale energy storage systems.

This will safeguard the provision of electricity to more than five million Queenslanders.

With the changing requirements for transmission infrastructure, understanding community needs and ensuring transparent engagement has never been more important.

Our engagement approach starts in the early planning phases and continues right through to ongoing maintenance post construction.

Our infrastructure can stay in service for generations, so working with communities from Cairns down to the New South Wales border is vital to building strong relationships.

This document outlines our approach to community engagement, and the principles we commit to when maintaining our existing network, or planning and building the network of the future as appropriate.

We understand that new development can create uncertainty and, sometimes, concern for landholders, Traditional Owner groups and the wider community. There will be difficult conversations and trade-offs to consider, but we are committed to listening to community perspectives wherever we can to achieve balanced outcomes. We also want to see communities receive benefits generated by new transmission infrastructure that may be required.

With your support and input, we're ready for these challenges.

We look forward to working with you.

*Darryl Rowell*  
Interim Chief Executive  
Powerlink Queensland

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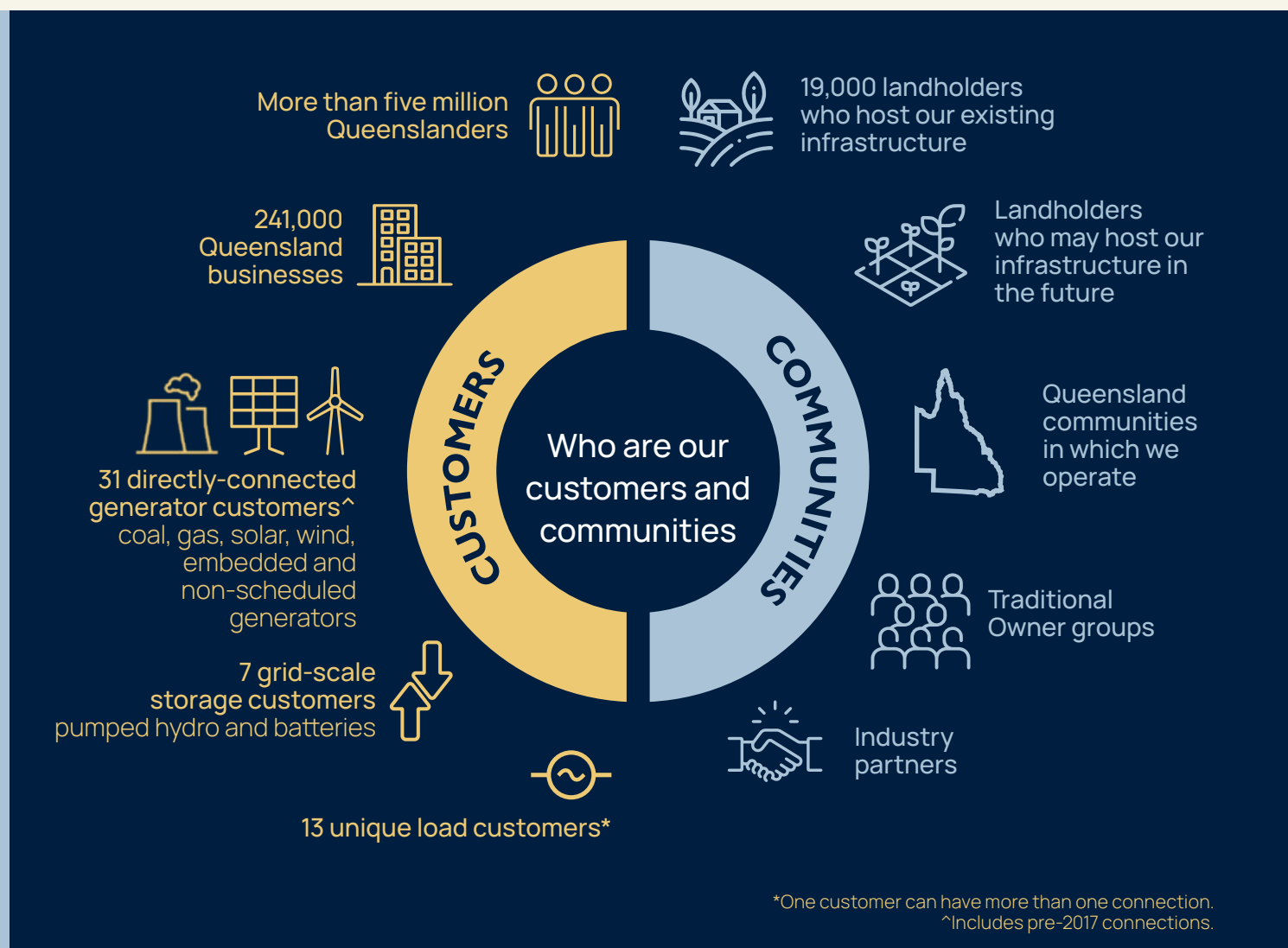
## Our approach

Powerlink is playing a central role in the energy transformation currently underway in Queensland. One of the biggest challenges the energy industry faces over the next decade is how we can effectively engage with stakeholders impacted by new energy infrastructure, and continue to work with stakeholders affected by our existing infrastructure.

Building and maintaining trust is fundamental to the success of this transformation.

This Community Engagement Approach sets out:

- our principles for engagement
- our commitments and actions
- the benefits of community engagement
- how we engage with communities
- how we share benefits with communities
- how we intend to monitor and measure our activities to drive continuous improvement.







## Our commitments

Powerlink is committed to engaging early with landholders, Traditional Owner groups, wider communities and other stakeholders to better understand their needs and priorities.

This approach has been designed to guide engagement for all of our projects, from maintenance activities of existing infrastructure through to new infrastructure development.

There may be challenging circumstances as we navigate our projects and balance a range of requirements, but the following commitments guide our engagement across a range of activities.

We want to ensure we consider potential impacts on customers, stakeholders and communities as we progress our planning, decision-making and implementation.





### **Build relationships based on trust, and communicate in an accurate and clear way**

- We will build respectful relationships based on fairness and meaningful engagement.
- We will listen to community views and consider feedback shared by communities.
- We will provide information that is timely and accurate.
- We will be clear on the purpose of our engagement.
- We will adapt our engagement approach across the lifetime of our infrastructure.

### **Partner with key stakeholders in our communities**

- We will work with key stakeholders, such as landholders and Traditional Owner groups, in our communities to ensure they can inform our decision making appropriately.
- We will also work with other stakeholders, agencies and industry representatives where possible to minimise engagement fatigue on our communities.
- We will work with our stakeholders to deliver programs and initiatives that bring long-term benefits and economic outcomes.

### **Engage early and often**

- We will take the time to understand our stakeholders and contribute to the communities we work with.
- We will engage as early as appropriate and offer different ways to engage with us to ensure our people are available and accessible.
- We seek to understand our communities, including their values and expectations for engagement.
- We will be transparent in our engagement and use language that is inclusive and easy to understand.

### **Enable open and transparent dialogue**

- We will listen and provide feedback on what we have heard.
- We will provide clear information on how community members can make enquiries, information requests, escalations or grievances.

### **Deliver tangible benefits where we operate our network**

- We will listen to communities about what is important to them and identify where mutual benefits can be achieved.
- We will support activities that add value to communities that co-exist with our network.

### **Be flexible in our community engagement methods and approach**

- We will tailor our community engagement approach to suit individual projects, activities and communities within which we operate.
- We will maintain a flexible engagement approach to effectively respond to any project changes that may eventuate, including factors such as project scope, timing, design and location.

## Benefits of effective community engagement

Engaging on transmission projects can be confronting for communities and landholders. But when done well, engagement can generate a number of benefits for both communities and Powerlink.

### For communities

- Sharing local knowledge to improve decision making
- Establishing clear points of contact
- Having access to the relevant information
- Local procurement and employment opportunities
- Minimising social and environmental impacts
- Maximising co-existence
- Supporting community development, capacity building and improved sustainability
- Coordinating opportunities across multiple projects based on honest, open and transparent engagement

### For Powerlink

- Gaining community insights to improve community investment, ongoing activities and local procurement outcomes
- Accessing local perspectives to better manage project risks
- Forming better relationships that foster lasting partnerships with our communities
- Assisting in the safe, effective and efficient delivery of our transmission network services



## How we engage with our communities

Understanding communities who host our infrastructure either now or in the future is very important to us. An example of Powerlink's ongoing commitment to delivering best practice engagement is our Transmission Easement Engagement Process.

Our refreshed approach to easement engagement was co-designed with a range of community, agricultural and industry representatives and outlines a comprehensive and continuous approach to engagement throughout our full project lifecycle.

Once a project need is identified, we will engage with landholders, Traditional Owner groups, the community and other stakeholders as we work from a wider study area down to an easement alignment.

The communities we work with are unique, each with their own history, priorities and social networks. Understanding our communities and identifying how to best engage is critical. Through our engagement process, we gain insights on social characteristics which help us tailor our community engagement and community investment approaches.

Our projects are varied and often have unique challenges. In these instances, our engagement process can be adapted and applied in the most appropriate way to meet community needs and to deliver our projects effectively.

It is important to note that sometimes industry developers will plan and build their own transmission lines to connect their generation projects to the electricity grid. They will have their own processes for engagement, which may be different to Powerlink's engagement process.

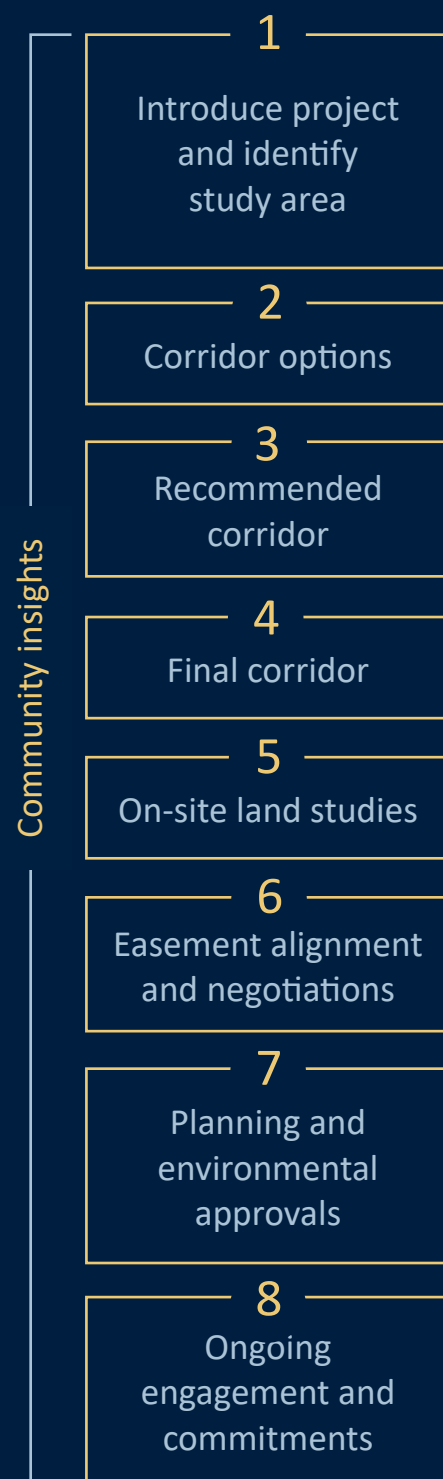
There are also occasions when Powerlink may need to modify application of our engagement process, depending on project circumstances. If modifications are made, this will always be explained.

We are committed to ongoing communication and engagement throughout the lifespan of our infrastructure. We will continue engaging with landholders, Traditional Owner groups, the community and other stakeholders about construction work, followed by operation and maintenance activities as needed.

We work closely with landholders regarding any changes to access arrangements and property-specific requirements (e.g. managing biosecurity) as well as agreements for ongoing maintenance activities.

We value open and honest engagement so we can develop and maintain cooperative, positive and respectful relationships now and into the future.

## Transmission Easement Engagement Process





## First Nations engagement

We also partner with Aboriginal and Torres Strait Islander communities across Queensland to foster genuine, long-term relationships based on mutual benefit, respect and collaboration. We work closely with Traditional Owners and First Nations stakeholders to address land matters, native title and cultural heritage management, ensuring that First Nations perspectives are central to our processes.

Relationship Agreements are one of the ways Powerlink is strengthening our partnerships with Traditional Owners. A Relationship Agreement is a voluntary, co-designed, Whole-of-Country agreement that seeks to outline clear protocols for communication and decision-making, and incorporate mutually agreed benefits supporting Traditional Owner priorities in areas such as culture, community and Country.

## Community benefits and social value

Powerlink is committed to creating a positive legacy by sharing benefits with communities hosting Powerlink projects and driving enduring economic and social value through our activities.

We know the importance of shaping stronger, more resilient regions. Our Community Benefits and Social Value Framework sets out how we plan, design and deliver community benefits and social value.

Our objectives are to:

- enable community insights and participation to inform decision making
- foster community resilience and wellbeing to support sustainable communities
- support prosperity through economic participation and development.

The Framework identifies our areas of investment and activity that provide pathways to address both immediate needs and long-term legacy initiatives, helping to drive a balanced, prudent and impactful distribution of resources and opportunity.

Three areas of activity drive our approach to community benefits and value creation:

- community and social investment
- people and place-based initiatives
- economic participation and development.

We collaborate with stakeholders including Traditional Owners and First Nations groups, landholders and neighbours, communities, industry, proponents and government stakeholders.

We will assess the outcomes of our activities against our objectives of participation, resilience, wellbeing and prosperity – crucial for supporting sustainable communities and strong economies.






## Our work across industry

Powerlink is a founding member of The Energy Charter, a principles-based collaboration of like-minded energy organisations with a shared purpose and passion for customers and communities. Its purpose is to empower one another across the energy supply chain to deliver better energy outcomes for customers and communities with a vision that together, we can create a better energy future for all Australians. Our Community Engagement Approach aligns with the following Energy Charter 'principles in action':



**The Energy  
Charter**

**SIGNATORY**

-  **Principle 1.4** – Have robust practices to determine customer and community needs and be accountable on how feedback has been considered and incorporated into decision making.
-  **Principle 3.2** – Engage with customers and the community on investments, and manage operations in line with their expectations, demonstrating how customers benefit.
-  **Principle 3.6** – Implement solutions across the supply chain that support energy connection, service and reliability that meets customers' needs.

Our approach is also supported by The Energy Charter's Landholder and Community Better Practice Engagement Guide, which supports effective landholder and community engagement.

Powerlink has also worked with The Energy Charter on:

- co-designing the Better Practice Social Licence Guideline which focuses on co-existence with our infrastructure
- facilitation of training opportunities for people working in transmission businesses across the country, to explore innovation and leading practice in topics such as bushfire management, biosecurity and engagement activities.



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## Partnering with agricultural stakeholders

To strengthen Powerlink's engagement with the agricultural sector, we have supported the establishment of a new role within the Queensland Farmers' Federation (QFF) – the Energy Engagement and Education Advisor.

This role acts as an important interface between the agricultural and energy sectors to improve information sharing and risk identification. The position also supports the development of policy, projects and initiatives in relation to the energy transformation.

We recognise the importance of working collaboratively and effectively with agricultural landholders as we deliver the network of the future. We are proud to play our part in connecting the energy sector with QFF's 20 peak body members and the 13,000 primary producers they represent throughout regional Queensland.

## Continuous improvement

Powerlink understands that we need to continually improve our engagement approach to align with growing community expectations.

We believe engaging to meet minimum statutory or compliance criteria is not best practice, and in many cases, fails to meet the needs of stakeholders or result in positive project outcomes. This is why we are actively involved in and support a range of initiatives within the energy industry to improve stakeholder engagement and social performance.

Our work to reshape our engagement approach through developing the Transmission Easement Engagement Process, our involvement with supporting creation of The Energy Charter's Better Practice Social Licence Guideline, and partnering with agricultural stakeholders demonstrates our commitment to continually evolving our engagement approach.

Powerlink also continues to contribute to industry and government-led reviews into engagement best practice, including the National Guidelines for Community Engagement and Benefits for Electricity Transmission Projects.

We strongly support these initiatives occurring so we can continue to improve social performance and stakeholder engagement more broadly across the energy sector. We look forward to continuing our efforts to help shape, and deliver, a more inclusive and collaborative energy future for Queenslanders.









*Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular, the lands on which we operate. We pay our respect to their Ancestors Elders and knowledge holders and recognise their deep history and ongoing connection to Country.*

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