

Chapter 28

Community and Stakeholder Consultation

28.0 Community and Stakeholder Consultation

28.1 Engagement Framework

Powerlink Queensland is committed to effective and genuine stakeholder and landholder engagement practices. Powerlink Queensland's activities are guided by a Stakeholder Engagement Framework which is underpinned by the key principles of integrity, openness, responsiveness, accountability and inclusiveness. These principles are consistent with Powerlink Queensland's values – to be safe, respectful, ethical, proactive and cooperative. Powerlink's Stakeholder Engagement Framework is available online⁴.

The aim of Powerlink Queensland's stakeholder and landholder engagement process is to:

- collaborate and partner with a range of key stakeholders to incorporate their advice and feedback during key stages of decision-making
- gather information to identify the proposed land acquisition approach and associated timeframes for delivery
- facilitate discussions with landholders to gain access to properties to complete the required environmental and technical studies which support information analysis and decision-making
- provide timely, relevant and meaningful information about the project, reflective of the scale and complexity of project activities
- ensure stakeholders and landholders are aware of key project activities and how they can genuinely provide input within the scope of consultation processes to contribute to decision-making
- listen to and understand what stakeholders, landholders and the broader local community value and actively consider how this can be taken into account when analysing alternatives and determining solutions
- provide feedback on and demonstrate where stakeholder, landholder and community input has informed decision-making
- promote the project need and benefits to secure stakeholder support
- monitor, understand and consider landholder sentiment towards the project, working alongside landholders to address potential concerns and aspirations they may have
- identify potential risks and management strategies which acknowledge stakeholder and landholder feedback.

28.2 Stakeholders and Landholders

Powerlink Queensland has undertaken early and targeted consultation with Federal, State and Local Governments, elected representatives, industry groups and landholders as part of the Project. Engagement activity has been undertaken to help gain meaningful input into social, environmental and technical matters to be considered during the initial project development phase and subsequent construction phase. For the purposes of this EAR, 'landholders' refers to the leaseholders and owners of the property titles traversed by the Draft Alignment. 'Stakeholders' refers to all other interested parties, including government bodies, industry groups, cultural heritage and native title parties. The identified stakeholders and landholders are provided in Table 29-1.

⁴ <https://www.powerlink.com.au/engagement-framework>

Table 29-1 Stakeholders and Landholders

Group	Engaged Party
Stakeholders	
Federal Government	<ul style="list-style-type: none"> • Federal MP (Kennedy electorate) • Federal Department of Environment • Australian Defence Force
State Government	<ul style="list-style-type: none"> • State MPs - Electorates: <ul style="list-style-type: none"> - Dalrymple - Hinchinbrook - Mt Isa⁵ • Queensland Department of Agriculture and Fisheries • Queensland Department of Aboriginal and Torres Strait Islander Partnerships • Queensland Department of State Development, Manufacturing, Infrastructure and Planning (formerly Department of Infrastructure, Local Government and Planning) • Office of the Coordinator-General • Queensland Department of Environment and Science (formerly the Department of Environment and Heritage Protection and the Department of National Parks, Sport and Racing) • Queensland Department of Natural Resources, Mines and Energy (formerly Department of Energy and Water Supply) • Queensland Treasury • Building Queensland
Local Government	<ul style="list-style-type: none"> • Hinchinbrook Shire Council • Charters Towers Regional Council • Etheridge Shire Council
Peak bodies	<ul style="list-style-type: none"> • Queensland Farmers' Federation • Townsville Enterprise • Mt Isa to Townsville Economic Development Zone (MITEZ) • Queensland Resource Council • Northern Gulf Resource Management Group • AgForce • North Queensland Conservation Council
Industry	<ul style="list-style-type: none"> • Ergon Energy
Cultural Heritage	<ul style="list-style-type: none"> • Native Title holders: <ul style="list-style-type: none"> - Gugu Badham People #3 - Ewamian People #2

⁵ In mid-2017 the Queensland state electoral boundaries were redrawn to accommodate Queensland's growing population. The engagement outlined above occurred prior to this process.

Group	Engaged Party
Landholders	
Landholders	<ul style="list-style-type: none">• Leasehold: 25 landholders• Freehold: 2 landholders• USL: 1 landholder

28.3 Engagement Activities to Date

A summary of engagement activities undertaken to date for stakeholders and landholders is provided in Table 29-2. Specific engagement activities are discussed in Section 28.3.1 (stakeholders) and Section 28.3.2 (landholders).

Table 29-2 Summary of engagement activities for stakeholders and landholders

Timing	Milestone Engagement Activity	Target Stakeholders	Purpose	Engagement Method
March - May 2016	Preliminary engagement to inform Draft Corridor Selection Report (CSR)	Key Federal, State and Local Government stakeholders	<ul style="list-style-type: none"> Raise targeted awareness of the proposed project Gain initial insights to guide development of the Draft CSR, including potential consultation considerations, land tenure, environmental constraints and legislative requirements. 	<ul style="list-style-type: none"> Meetings Phone briefings Emails/letters Preliminary mapping
November 2016 – February 2017	Engagement on the Draft CSR to inform Final CSR <u>Included:</u> Stakeholder Workshop (Held in Townsville during November 2016, the workshop was attended by representatives from six key stakeholder organisations) Activation of landholder engagement Ongoing consultation with key government departments and elected representatives	Landholders Key Federal, State and Local Government stakeholders Key peak bodies, industry groups and Cultural Heritage parties	<ul style="list-style-type: none"> Raise broad awareness of the proposed project Obtain feedback on the Draft CSR to support the completion of the Final CSR, with a focus on understanding opportunities, constraints and key issues Appropriately incorporate community feedback to ensure effective project outcomes Identify a preferred study corridor and preliminary alignment. 	<ul style="list-style-type: none"> Stakeholder Workshop Meetings Phone calls Emails/letters Project newsletter Mapping Website
March 2017	Release Final CSR	Landholders Key Federal, State and Local Government stakeholders Key peak bodies, industry groups and Cultural Heritage parties	<ul style="list-style-type: none"> Continue to generate broad awareness of the proposed project Thank landholders and stakeholders for their feedback on the Draft CSR Communicate the preferred study corridor and preliminary alignment. 	<ul style="list-style-type: none"> Meetings Phone calls Emails/letters Project newsletter Mapping Website

Timing	Milestone Engagement Activity	Target Stakeholders	Purpose	Engagement Method
August 2017 - present	Further investigations and Terms of Reference consultation	Landholders Key Federal, State and Local Government stakeholders Key peak bodies, industry groups and Cultural Heritage parties	<ul style="list-style-type: none"> • Obtain further information about the study corridor and preliminary alignment • Seek input from stakeholders and landholders to better understand the potential impacts and how they can be minimised and mitigated • Release Draft Terms of Reference (ToR) for the Environmental Assessment Report in May/June 2018 • Publicly release Final Terms of Reference in July 2018 following consideration of submissions to the Draft ToR • Seek access to landholders' properties for on-ground environmental and technical assessments, and initial cultural heritage input. 	<ul style="list-style-type: none"> • Meetings • Phone briefings • Emails/letters • Project newsletter • Mapping • Website

28.3.1 Stakeholders

Powerlink Queensland has identified and categorised stakeholders in accordance with an engagement framework from the International Association for Public Participation (IAP2), taking into account their role in decision-making processes (Figure 29-1). Powerlink Queensland has used this spectrum to guide the frequency, nature and scope of stakeholder engagement carried out for the project. Table 29-3 provides an overview of the key stakeholders engaged and the associated type of engagement activities Powerlink Queensland has conducted with them for the Project to date.

Powerlink Queensland is committed to establishing and maintaining respectful and cooperative engagement of Traditional Owners (Native Title holders) and providing effective recognition, protection and conservation of Aboriginal and Torres Strait Islander cultural heritage. During the engagement processes, Powerlink Queensland has sought input from the relevant Native Title holder groups. Subsequent face-to-face meetings have also been held with each group to provide them with further information about the Project, seek early advice about any known constraints and understand each group’s preferred engagement approach. Advice was also sought from the Department of Aboriginal and Torres Strait Islander Partnerships Cultural Heritage Unit on any known local matters of interest. Powerlink Queensland will meet its Duty of Care under the *Aboriginal Cultural Heritage Act 2003* through the negotiation of formal agreements or Cultural Heritage Management Plans (CHMPs) with each of the relevant Aboriginal Parties (Native Title holders).

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Figure 29-1 IAP2 Engagement Spectrum

Table 29-3 Key stakeholders and scope of engagement

Stakeholder Group	Stakeholder	Engagement Focus			
		Inform	Consult	Involve	Collaborate
Federal Government	Federal MP (Kennedy electorate)	✓			
	Federal Department of Environment			✓	
	Australian Defence Force			✓	
State Government	State MPs - Electorates: Dalrymple Hinchinbrook Mt Isa ⁶	✓			
	Queensland Department of Agriculture and Fisheries	✓			
	Queensland Department of Aboriginal and Torres Strait Islander Partnerships		✓		
	Queensland Department of State Development, Manufacturing, Infrastructure and Planning (<i>formerly Department of Infrastructure, Local Government and Planning</i>)		✓		
	Office of the Coordinator-General			✓	
	Queensland Department of Environment and Science (formerly the Department of Environment and Heritage Protection and the Department of National Parks, Sport and Racing)			✓	
	Queensland Department of Natural Resources, Mines and Energy (<i>formerly Department of Energy and Water Supply</i>)				✓
	Queensland Treasury				✓
	Building Queensland				✓
Local Government	Local Councils: Hinchinbrook Charters Towers Etheridge			✓	
Peak Bodies	Queensland Farmers' Federation	✓			
	Townsville Enterprise	✓			

⁶ In mid-2017 the Queensland state electoral boundaries were redrawn to accommodate Queensland's growing population. The engagement outlined above occurred prior to this process.

Stakeholder Group	Stakeholder	Engagement Focus			
		Inform	Consult	Involve	Collaborate
	Mt Isa to Townsville Economic Development Zone (MITEZ)	✓			
	Queensland Resource Council	✓			
	Northern Gulf Resource Management Group	✓			
	AgForce			✓	
	North Queensland Conservation Council			✓	
Industry	Ergon Energy			✓	
Cultural Heritage	Native Title holders: Gugu Badham People #3 Ewamian People #2 Ewamian People #3			✓	

The key topics raised during stakeholder interactions to date are provided in Table 29-4.

Table 29-4 Key topics raised by stakeholders

Focus Area	Key Topics Raised
Social	<ul style="list-style-type: none"> effectively identifying relevant stakeholders and engagement preferences land use and tenure, prominence of family-owned properties, geographic connectivity, fencing, farming activities (e.g. aerial mustering) Indigenous and European Cultural Heritage, Native Title tenure community development projects.
Environmental	<ul style="list-style-type: none"> biosecurity vegetation management flora and fauna water flow erosion and catchment impacts irrigation enhanced bushfire management from vegetation management.
Economic and Technical	<ul style="list-style-type: none"> local industry and workforce opportunities workforce access, retention and accommodation access to raw materials and natural resources (e.g. water) road and traffic impacts during construction, management of stock during construction and maintenance landholder compensation.
Political and Legislative	<ul style="list-style-type: none"> implementation of the <i>Planning Act 2016</i> and other regulatory approval processes.

28.3.2 Landholders

Powerlink Queensland has a professional Landholder Relations team and has established a dedicated project office at Greenvale to help deliver on-ground engagement activities. Two Landholder Relations Advisors have been assigned by Powerlink Queensland to lead landholder engagement and be the primary contact for landholder interactions.

Central to landholder engagement activities is Powerlink's Land Access Protocol (LAP)⁷. This document outlines the guiding principles for land access which underpin Powerlink Queensland's relationship with landholders and access to, and use of, their land. The LAP supports open and transparent communication between Powerlink Queensland and landholders, prompts discussion and collaboration during the engagement processes, and fairly safeguards the interests of landholders while providing Powerlink Queensland with the access to land needed to meet its business requirements.

Table 29-5 summarises the key purpose of landholder engagement activities to date for the Project as well as the associated methods actioned. Methods of engagement were tailored to meet landholder preferences. Direct phone conversations and face-to-face meetings were generally preferred for key engagement activities. Email and phone contact were landholders' preferred methods for receiving information and follow-ups in response to their requests for further information.

Figure 29-2 summarises the proportionate frequency of issues raised by landholders during interactions with Powerlink Queensland. The top five topics most frequently raised are:

- potential impacts on property operations
- biosecurity
- compensation
- potential impacts on existing infrastructure/topography
- co-location with Ergon Energy powerlines.

⁷ www.powerlink.com.au/land-access

Table 29-5 Purpose and methods of landholder engagement

Landholder Phase	Purpose of Engagement Activity	Method of Engagement			Total Number of Engagement Activities
		Face-to-face meeting	Phone contact	Email/letter contact	
Project activation with landholders and development of CSR <i>(November 2016 to mid-January 2017)</i>	Provide project information and obtain landholder input to CSR	14	27	2	43
	Follow up information and follow up in response to landholder request	0	4	5	9
	Make arrangements for future engagement opportunities	0	27	0	27
	Provide advice and obtain landholder input on helicopter flythrough activities	1	8	5	14
Finalisation of CSR <i>(Mid-January 2016 to mid-August 2017)</i>	Provide project information and obtain landholder input regarding the finalisation of the CSR	2	6	48	56
	Follow up response to landholder request/input	0	6	4	10
	Make arrangements for future engagement opportunities	0	2	0	2
	Provide advice and obtain landholder input on helicopter flythrough activities	0	2	1	3
Further project investigations <i>(Mid-August 2017 to mid-July 2018)</i>	Provide project information, receive landholder input and complete further investigations regarding the project	34	89	98	221
	Follow up response to landholder request/input	1	5	2	8
	Make arrangements for future engagement opportunities	0	45	3	48
	Provide advice and obtain landholder input on helicopter fly-through activities	0	46	20	66

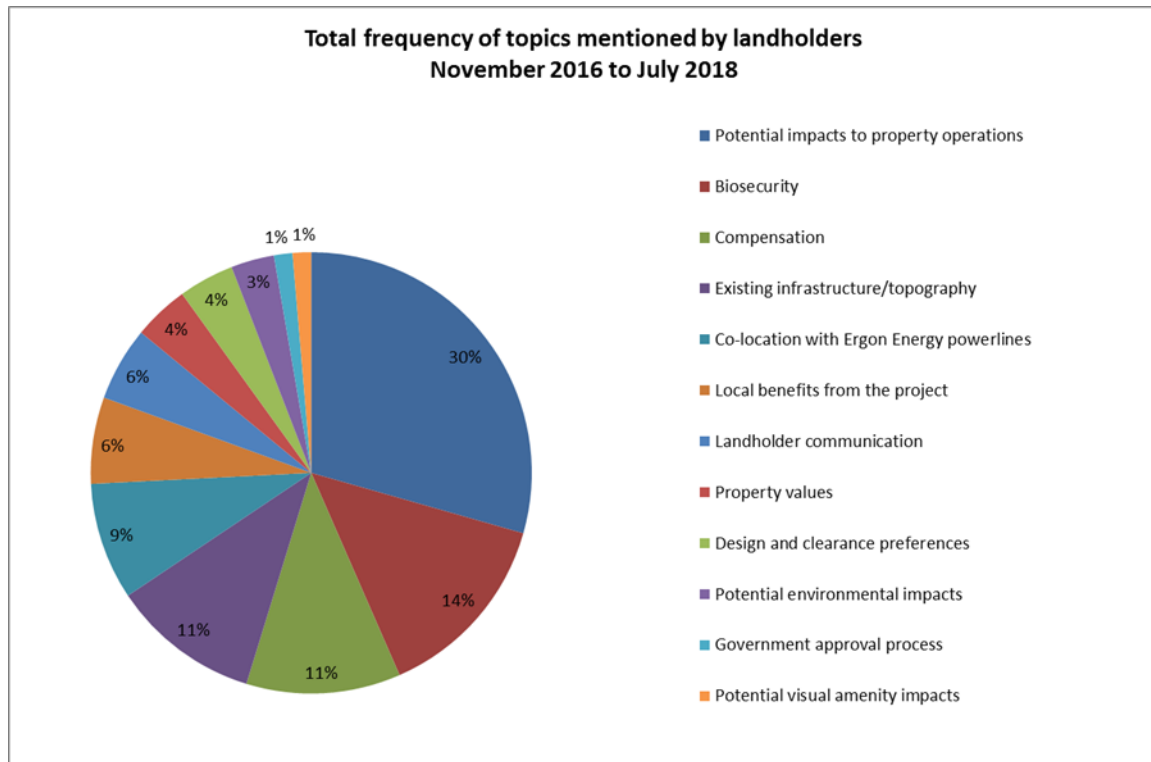


Figure 29-2 Frequency of topics raised by landholders

28.4 Consultation and Further Engagement

Powerlink Queensland is continuing its direct engagement activities with stakeholders and landholders as part of the public consultation process for this Draft EAR.

Advertisements have recently been placed in local newspapers advising of the availability of the Draft EAR and the process to make a submission to the Minister for State Development, Manufacturing, Infrastructure and Planning. A copy of the document has been mailed to all directly affected landholders and stakeholders and publicly displayed in local libraries, council offices and other places of assembly. Powerlink Queensland is also holding community information sessions in Mount Fox, Greenvale and the Kidston area.

Stakeholders and landholders are able to lodge formal submissions to this document by:

- emailing infrastructure designations@dsmip.qld.gov.au; or
- posting to PO Box 15009 CITY EAST QLD 4002.

The Draft EAR and public submissions will be assessed by the Department of State Development, Manufacturing, Infrastructure and Planning. Powerlink Queensland will provide a written response to each submitter explaining how their issues have been addressed.

The Minister will then notify Powerlink Queensland of the State's requirements and Powerlink Queensland will prepare the Final EAR which identifies the final proposed alignment for the transmission line and location of the substations. The Final EAR is submitted to the Minister requesting designation of the land for electricity operating works under the *Planning Regulation 2017*.

Ongoing engagement with stakeholders and landholders remains a key focus during the all phases of Powerlink Queensland projects. This delivers Powerlink Queensland the opportunity to strengthen and leverage relationships with stakeholders and landholders well into the future for the entire project lifecycle.