



Our commitment

Powerlink is committed to promoting and maintaining a culture that supports open and honest dialogue, where all voices can be heard. We encourage and respect complaints from both internal and external sources for the insights they may provide to the way Powerlink performs and operates its business. This helps us ensure high standards of compliance and ethics.

A portion of complaints relate to our day to day business, and are considered 'operational' in their nature. These operational complaints relate to an expression of dissatisfaction with the way we are operating, and usually relate to aspects of managing our network across Queensland and how this impacts on external parties. We have a clear procedure for managing and resolving these types of operational complaints.

Complaints may also be received from internal and external sources that relate to allegations of wrongdoing (eg. corrupt conduct, unethical or illegal conduct). We encourage the reporting of wrongdoing and we seek to support and provide appropriate protections for people making complaints, and also those who are the subject of complaints. We are committed to ensuring that the rights of anyone who reports wrongdoing in good faith are protected and we have a clear procedure for addressing these types of complaints.

What is wrongdoing?

Wrongdoing is a term used to generally describe dishonest, unethical or illegal conduct in the public sector. A whistleblower refers to a person who makes a complaint about wrongdoing.

How may wrongdoing be reported?

Information on how to contact Powerlink is available on the Powerlink website. Anyone wishing to report wrongdoing is encouraged to report the issue via the 'contact us' page on our website, or through the hotline number provided. Powerlink will also recognise complaints made direct to other eligible recipients under relevant laws.

For reference, an anonymous complaint will be treated in the same way as a complaint made by someone who identifies themselves. However, anonymous complaints may be more difficult to investigate, seek clarification or more information on, or to provide the discloser with feedback. For this reason, it is preferable for anonymous complaints to include sufficient information to allow the matter to be properly investigated.

Confidentiality and addressing wrongdoing

Powerlink will provide appropriate protections to those making complaints or named in complaints including confidentiality, privacy and where relevant, appropriate immunities and protection from reprisals.

Powerlink will follow the processes for managing Public Interest Disclosures (PID) as defined under the *Public Interest Disclosure Act 2010 (Qld)*, and Protected Disclosures (PD) under the *Corporations Act (Cth)* or *Taxation Administration Act (Cth)*.

Powerlink will consider all complaints made, will act fairly in doing so, and will strive to ensure appropriate outcomes according to Powerlink's high standards of business integrity. All Powerlink employees and contractors are required to support this.

Further information

The information on this page summarises the applicable Powerlink policies and procedures. A full copy of relevant procedures can be requested via the 'contact us' page on Powerlink's website or by calling 3869 2111.