POWERLINK COMMUNITY ELECTRICAL SAFETY ACTION PLAN 2025–2030

VISION

Powerlink's vision for safety is that: We deliver safe outcomes every day for ourselves, our workmates, contractors, and the community. For our community we deliver a safe high voltage electricity transmission network, and we raise awareness of electrical safety to influence safe community behaviour when working and living around the network.

PURPOSE

This plan guides our actions which help influence safe community behaviour when working and living around the high voltage electricity transmission network.

SAFETY VALUES

- We stop for safety, safety is essential
- I care for my wellbeing and others
- We plan for safety and seek improvements in our performance

Safe for Life – Everyone, Everywhere, Everyday.

It is a mindset that takes our approach to safety beyond compliance: it is our way of working, our way of life. Safe for Life is our long-established program designed to build on our existing safety culture and promote continued learning and improvement.

SCOPE AND CORPORATE ALIGNMENT

At Powerlink, we understand that our success is not only measured by the value we deliver, but how we deliver this value. That is why corporate social responsibility is an important part of our business. This plan provides a mechanism to further develop the coordination and governance of actions aimed at influencing safe community behaviour when working and living around the Powerlink high voltage electricity transmission network. These actions assist in the mitigation of safety risks associated with unsafe community interaction with the network.

This plan is an operational element of the Powerlink Electrical Safety Management System. Electrical Safety at Powerlink is the management of risk and governance for:

- Network electrical safety – planning, design, construction, operation, and maintenance of the Powerlink high voltage electricity transmission network;
- Electrically safe work practices – for working on or near high voltage and low voltage electrical equipment;
- Facility and non-network property electrical safety – for electrical installations and equipment which are not part of the Powerlink high voltage electricity transmission network (e.g. office buildings, warehouses etc.); and
- Community electrical safety – influencing safe community behaviour when working and living around the Powerlink high voltage electricity transmission network.

This five-year plan is focussed on community electrical safety and is developed, maintained and guided by the Community Electrical Safety Action Group. It is a plan which is subject to ongoing monitoring and review as required.

KEY STRATEGIC RISKS (COMMUNITY ELECTRICAL SAFETY)

- Activity causing breach of overhead electric line exclusion zone
- Aerial activity causing breach of overhead electric line exclusion zone or contact with transmission network infrastructure
- Vegetation causing breach of overhead electric line exclusion zone or breach of anti-climb measures
- Persons being on premises, assets, land or in an enclosure where there is transmission network infrastructure without authorisation and/or appropriate works clearance(s)
- Unauthorised and/or criminal activity that damages or interferes with transmission network infrastructure
- Activity on easement causing an increased risk of electric shock through induced or transferred step and touch potential
- Planned or unplanned fire in proximity to transmission network assets
- Ground disturbance causing contact with or damage to underground electric line, or compromised underground electric line safety measures (e.g. depth of cover, barriers)
- Ground disturbance causing compromised structural integrity of transmission tower/pole foundations
- Inadequate separation of third-party utilities from the transmission network (e.g. electrical, gas, communications, water, sewage, storm water)
- Unauthorised third-party activities or assets in proximity to the transmission network
- Safe distance not maintained from transmission network infrastructure negatively impacted by weather events or natural hazards (e.g. storm, cyclone, bushfire, earthquake, heatwave, or flood)

STRATEGIC LEVERS

INTERNAL SYSTEMS AND WORKFORCE COMPETENCE

COMMUNITY EDUCATION AND AWARENESS

SAFETY LEADERSHIP AND PARTNERSHIPS

STRATEGIC LEVERS	Internal systems and workforce competence *(setting ourselves up for success)*	Community education and awareness *(setting the community up for success)*	Safety leadership and partnerships *(partnering for success)*
GOALS WHERE WE WANT TO BE	> Powerlink capitalises on work occurring across the business involving engagement with the community in which it operates to strategically include key electrical safety messages > Support information is available to enable Powerlink team members to have effective and courageous electrical safety conversations with the community > Powerlink systems intended to be used by the community to help mitigate electrical safety risks are consistent, repeatable, accessible, inclusive, and user friendly > Incident and hazard data is used as an evidence-based approach to drive improvements in community electrical safety awareness and risk mitigation measures	> The ability to positively influence safe community behaviour through education and awareness is recognised as a shared opportunity across all of Powerlink > Improve community electrical safety education and awareness in relation to the Powerlink high voltage electricity transmission network to help facilitate safe behaviours by the community, including the proactive take up of tools and technology that is available to end users > Powerlink information, communications, and engagement in relation to community strategic electrical safety risks and mitigation measures is consistent, repeatable, accessible, inclusive, and coordinated	> Safety leadership within industry groups and the community is encouraged to help influence safe community behaviour > Industry and broader community partnerships are utilised to promote key electrical safety messages > Collaboration with regulators, network service providers, and industry groups occurs to share and understand community electrical safety hazard and incident data, trends, and emerging risks > Relationships with industry groups, front-line emergency responders and community stakeholders in relation to community electrical safety are strengthened
STRATEGIES WHAT WE WILL FOCUS ON	> **Community electrical safety action is guided** – redefine the role of the Community Electrical Safety Action Group clarifying its purpose in guiding and encouraging consultation, cooperation, and coordination between Powerlink teams on community electrical safety risk mitigation measures > **Team members are empowered** – provide information and tools to help enable Powerlink team members to have effective conversations with the community regarding key electrical safety risks including the ability to access further information and support as required > **Industry tools and technology are supported** – promote the Look Up and Live app and Before You Dig Australia app internally and ensure the included Powerlink data is adequate and maintained > **Response to specific community activities is managed** – develop tools to support consistent and timely action in response to known and ongoing community activities on easements which negatively impact on electrical safety interface risks > **Incidents and hazards are reported –** improve the formal internal reporting of community electrical safety hazards and incidents > **Incident and hazard data is analysed** – establish community electrical safety hazard and incident reporting data dashboard, or similar, to improve accessibility and analysis of trends and emerging risks > **Complexity is avoided** – focus efforts on foundational risk mitigation measures whilst using evidence-based approaches to identify and address trends or emerging issues > **Systems are suitable** – Development Application, Co–use Application, Safety Advice Application and other systems or processes intended to be used by the community for an electrical safety purpose, are clear, consistent, repeatable, accessible, inclusive, and effectively help mitigate community electrical safety risks > **Powerline safety marker installation is coordinated** – implement a coordinated organisational approach to the installation of powerline safety markers at identified higher risk locations and pursue the development of innovative technologies to assist with installation (e.g. use of drones) and location recording	> **Information is consistent** – establish consistent and repeatable key electrical safety expectations that can be used as the basis of our communications with the community to help mitigate electrical safety risks > **Information is available** – conduct an assurance process to establish if information is available to the community covering strategic electrical safety risks and associated mitigation measures > **Industry tools and technology are promoted** – promote the use of the Look Up and Live app and Before You Dig Australia app to assist the community with identifying assets and accessing information when planning work or activities > **Communications and engagement activities are coordinated** – create a planning tool to record industry and seasonal event opportunities for targeted electrical safety communications, engagement, and risk marketing campaigns > **Education support/promotional material is available** – in cab stickers for vehicles/operating plant, and material to assist with raising electrical safety awareness in the field are developed > **Communications are accessible and inclusive** – communications are developed on principles of improving accessibility to the community inclusive of people who have low literacy levels, or use English as a second language > **Informal conversations are effective** – Powerlink team members feel empowered to have informal conversations with the community about electrical safety risks and know how to access further information and support as required > **Capitalise on existing work occurring by Powerlink teams** – encourage the strategic inclusion of community electrical safety messaging within community engagements which occur across the organisation for other primary purposes > **Weather event emergency messaging is prepared** – develop communications for the community that can be used at times of severe weather events or natural hazards which may negatively impact on community electrical safety > **Instruction in the use of Powerlink formal processes is provided** – systems developed for use by the community for the purpose of mitigating electrical safety risks (e.g. Development Application, Co-use Application, Safety Advice Application) are provided with instructions for the end user including options for further assistance > **Communication and engagement with landholders to raise awareness of community electrical safety is appropriate** – existing landholder safety awareness information and methods of communicating are reviewed and opportunities to promote community electrical safety are optimised	> **Safety leadership is encouraged within industry groups and community** – support and encourage safety leadership and ownership of increasing electrical safety awareness within the community through strategic messaging and interactions > **Transmission Network Service Providers (TNSP's) share information** – encourage TNSP engagement opportunities which enable the effective sharing of community electrical safety incident information and risk mitigation measures > **Industry groups and stakeholder contacts are maintained** – identify, develop, and maintain a register of key community safety related external stakeholders/industry groups > **Relationships with the Electrical Safety Office are maintained** – positively influence electrical safety legislation, Codes of Practice, and other legislation impacting community electrical safety (e.g. scrap metal laws), and seek access to the latest state incident data, research, and insights to help identify community electrical safety trends and emerging risks > **Relationships with local government are developed** – seek out engagement opportunities with local government to positively influence town planning and local regulations related to community electrical safety > **Relationships with the Queensland Police Service are developed** – information and expertise are shared to help identify strategies to reduce unauthorised entry to substations (copper theft, vandalism) > **Relationships with front-line emergency responders are developed** – identify opportunities to provide electrical safety information and awareness to assist front line emergency responders (QPS, QFD, QAS) relevant to incident response near high voltage electricity transmission network infrastructure > **Partnership with Before You Dig Australia (BYDA) is maintained** – actively promote the use of the BYDA app and Look Up and Live app and utilise BYDA industry networks and initiatives to help identify contemporary community electrical safety risk mitigation initiatives > **Strategic electrical safety messaging is included in external partnerships** – opportunities to promote electrical safety messaging within events and initiatives associated with relevant external partnerships is considered (e.g. SES Energising Queensland Equipment Program)