BREAKOUT SESSION 3

Navigating **community, social impact and benefit** expectations



Community sentiment research



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Research insights

2022	2023	2024	2025	2026
1,761 participants	1,849 participants	1,870 participants	1,950 participants	2,136 participants

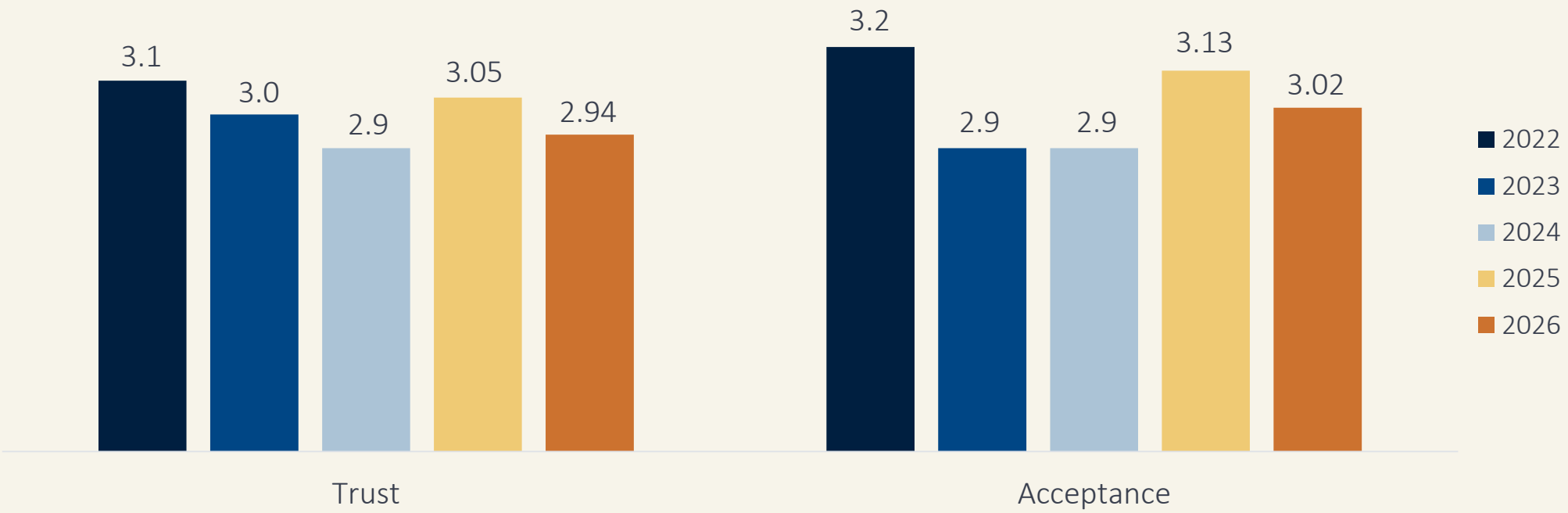
ACROSS 17 QUEENSLAND LOCAL GOVERNMENT AREAS

Key issues examined:

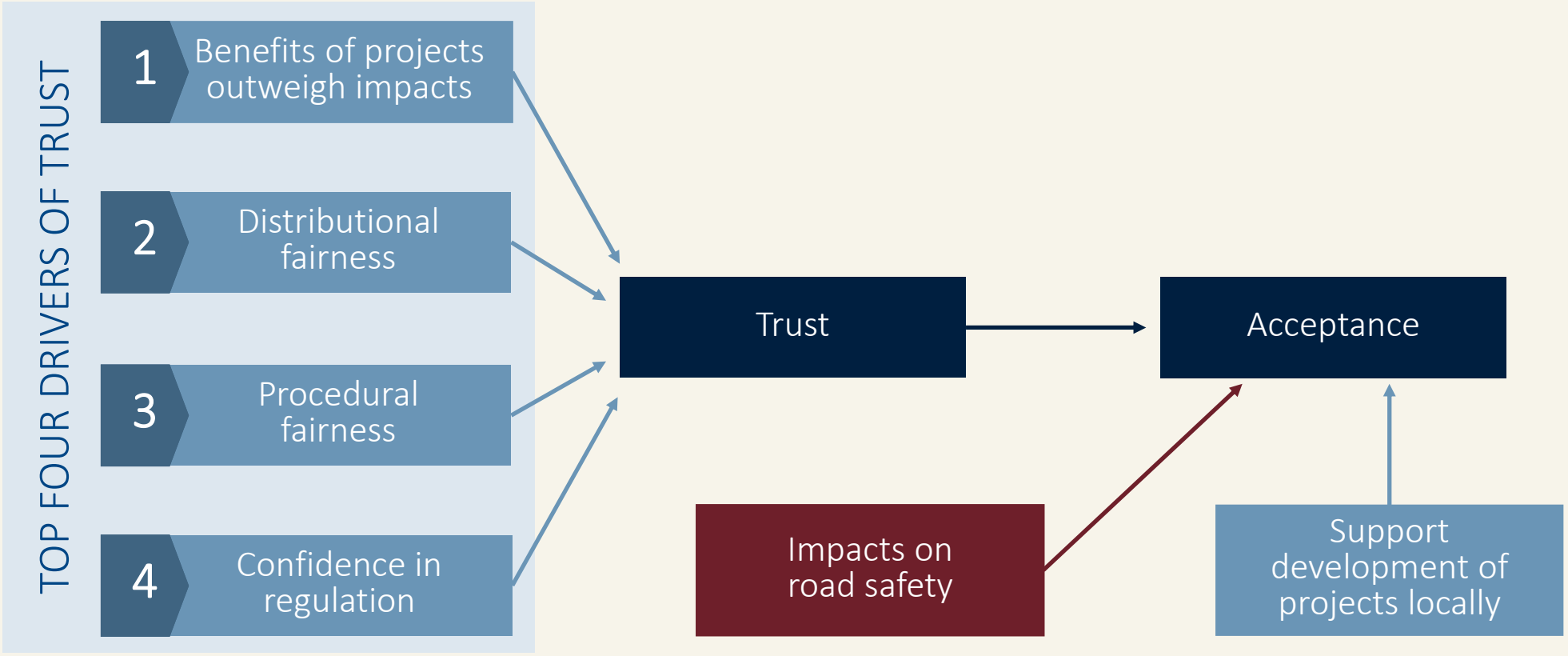
- Sentiment towards new energy development
- Sentiment towards transmission lines
- Key community issues
- Community value propositions

Overarching trust and acceptance scores

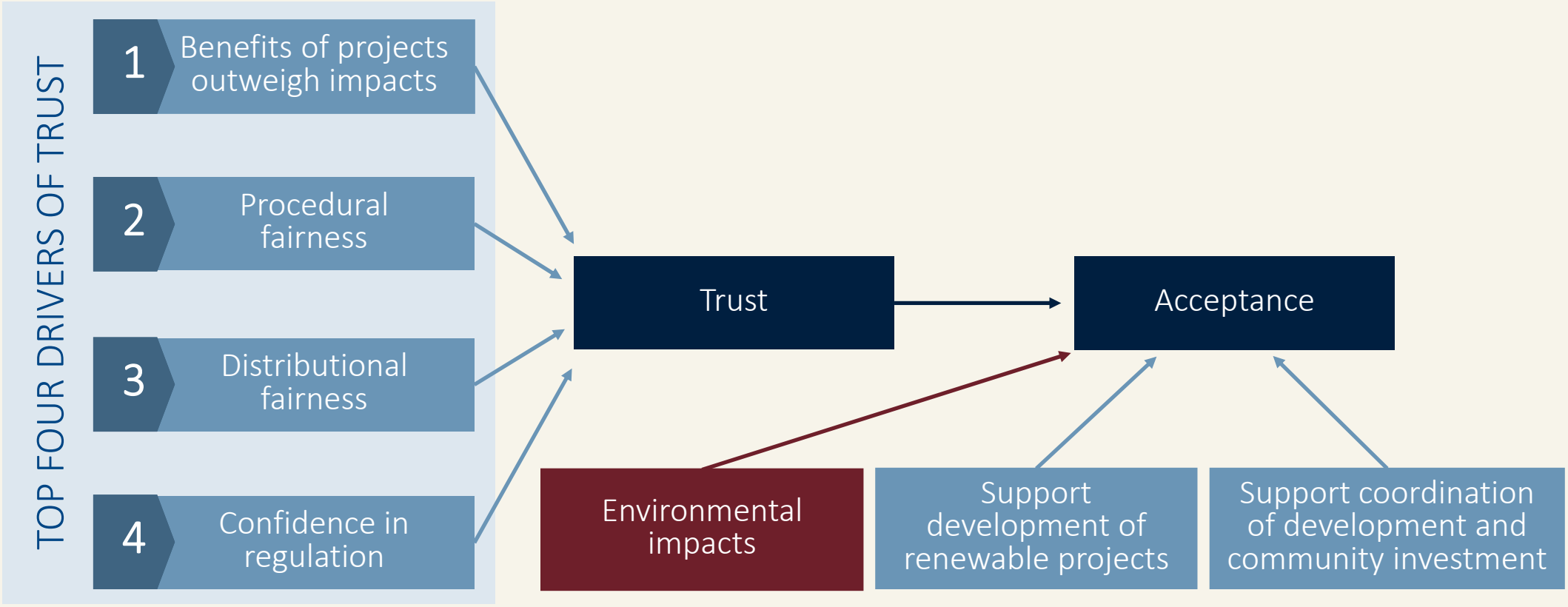
Community trust and acceptance has reduced slightly



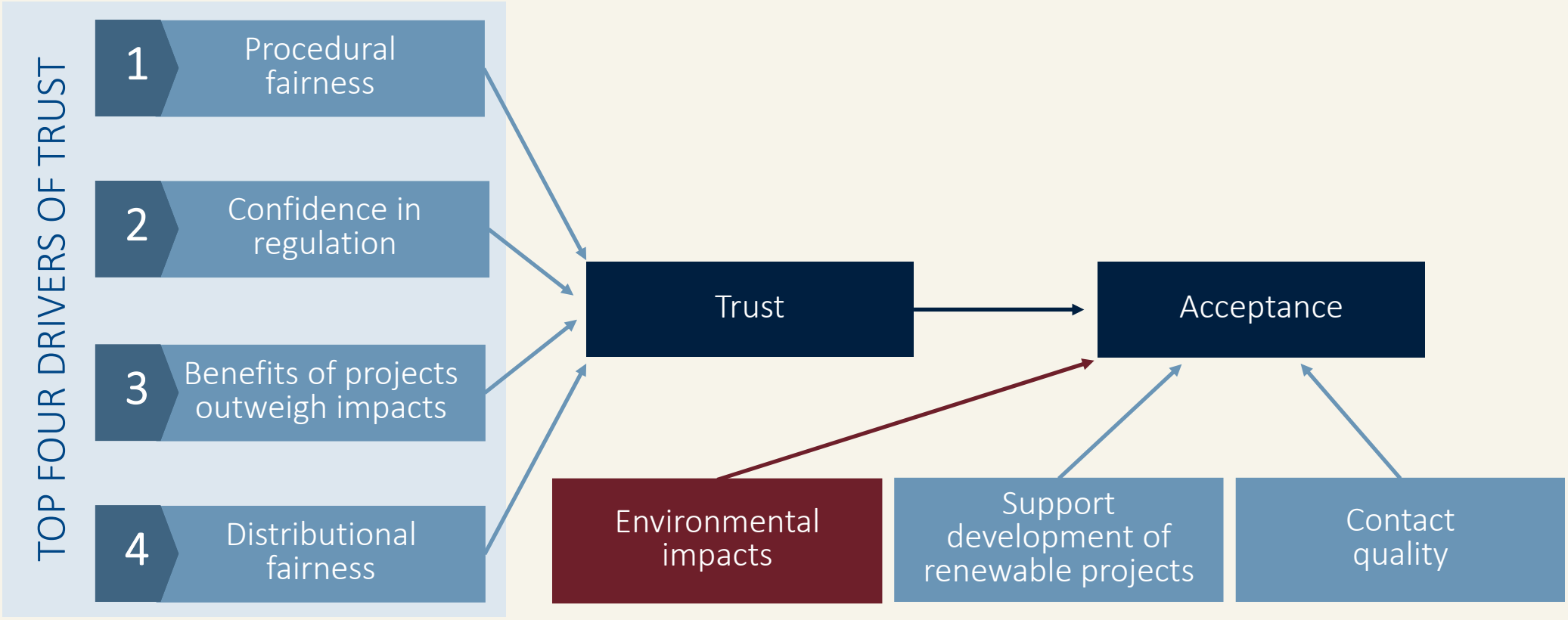
Trust model - 2024



Trust model - 2025

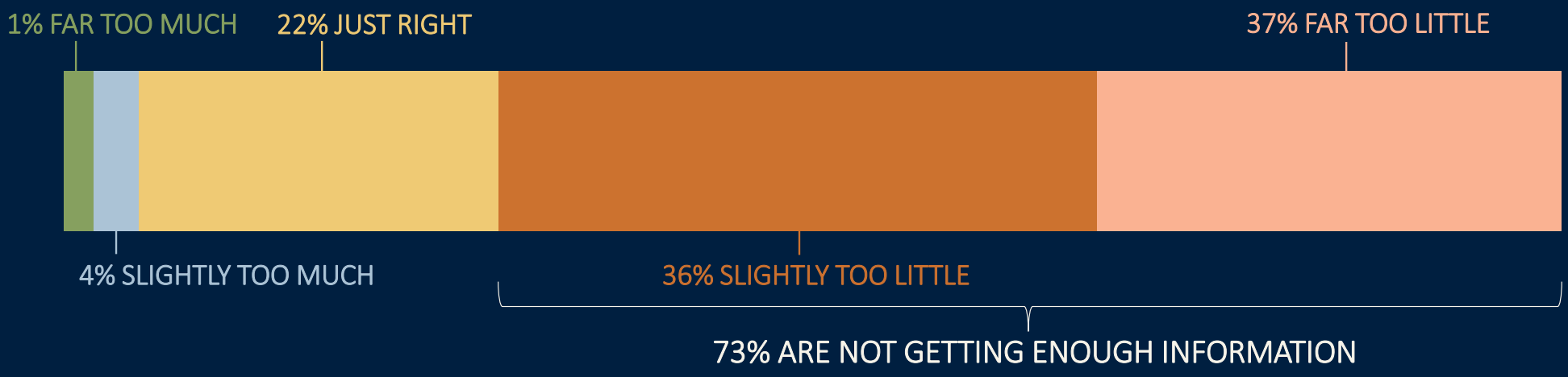


Trust model - 2026





How much information do you think is currently available about energy projects?

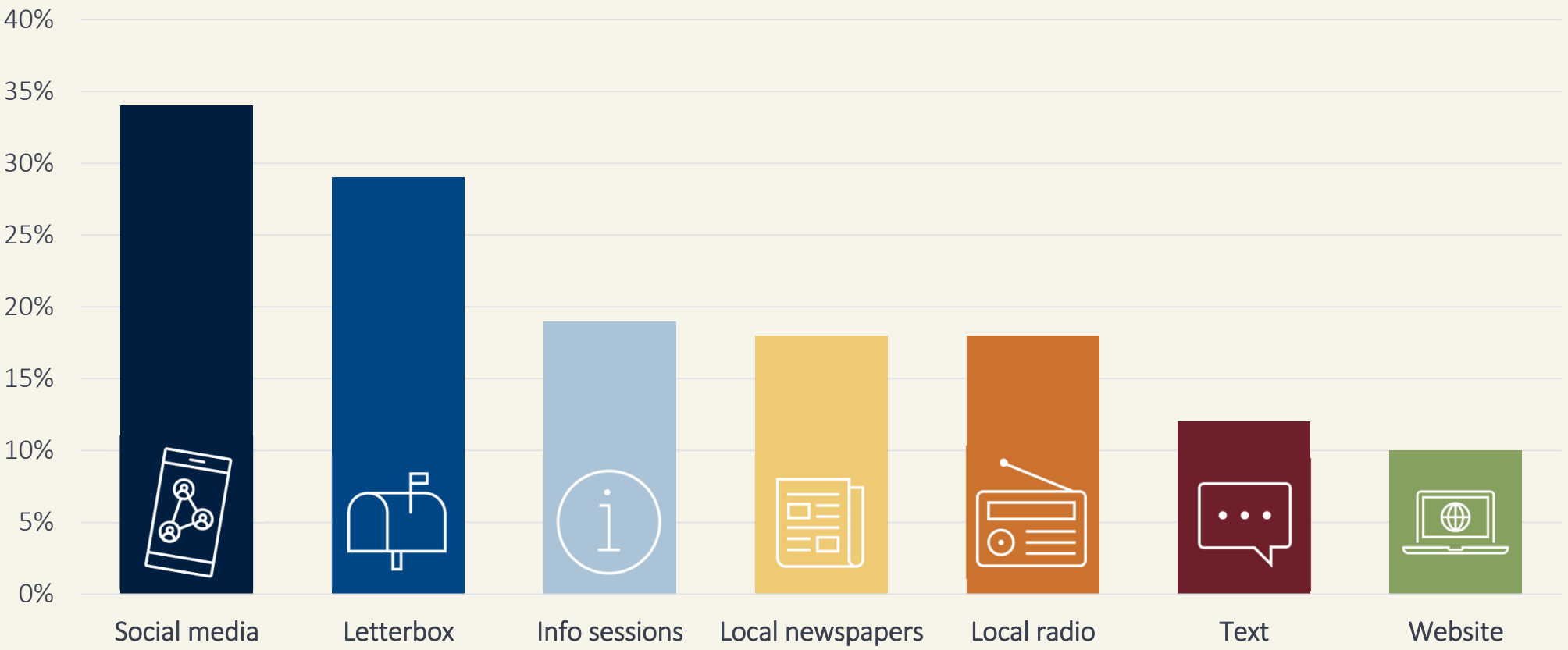




How many information sessions related to energy projects did you attend in the last six months?



Preference for receiving information



From expectations to action

Dana Boxall
General Manager
Community and Delivery Services
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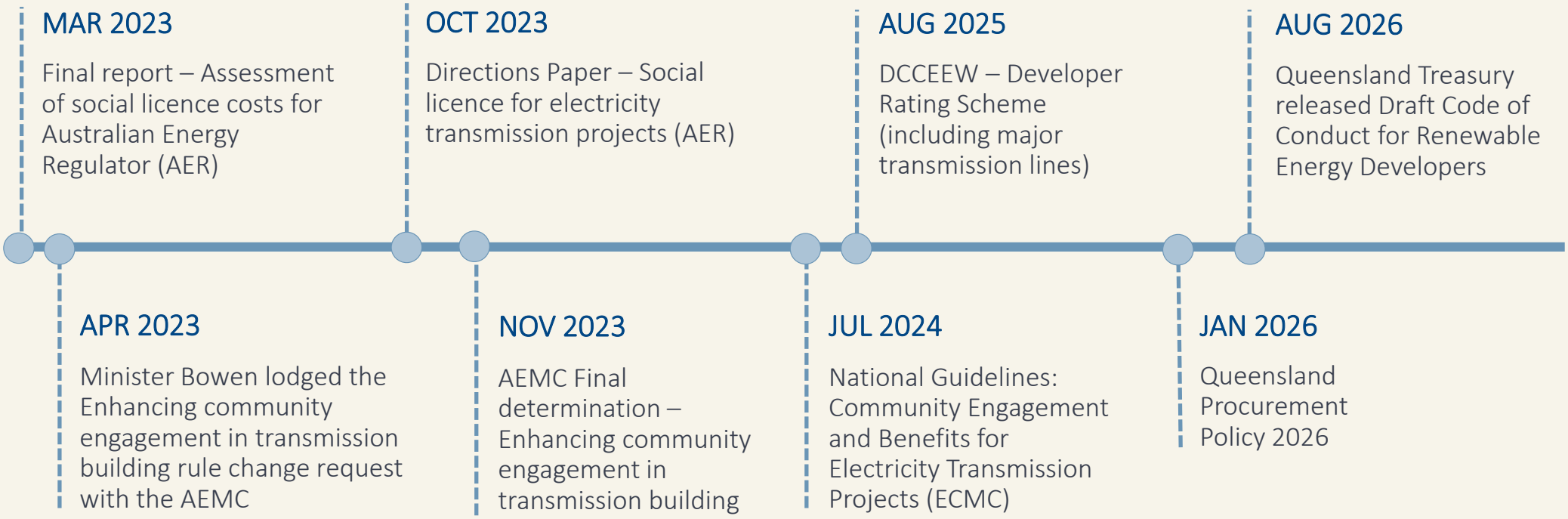
National social licence context

EXTERNAL ENVIRONMENT



National social licence context

POWERLINK RESPONSE



Building our capability



Evidence-based legacy and impact management

SOCIAL RESEARCH

1. Social Impact Assessment
2. Social Impact Management Plan

COMMUNITY AND SOCIAL INVESTMENT ENGAGEMENT

3. Early meetings with LGAs
4. Regional stakeholder workshop
5. Targeted follow-up meetings

INVESTMENT DIRECTION

6. Community Investment Plan

Neighbour Payment

A fixed, one-off voluntary payment of $5,000 for eligible properties located within 1km of a new overhead transmission line in a rural area.



Eligibility criteria

FACTOR AND DEFINITIONS	ELIGIBLE	NOT ELIGIBLE
Powerlink projects New rural overhead transmission lines	✓ New overhead transmission lines	× Substations, underground lines and works in existing easements
Properties Distance measured from new transmission line	✓ Within 1km of an eligible transmission line	× More than 1km from an eligible transmission line
Project locations Rural locations are determined by area characteristics (e.g. zoning)	✓ Rural	× Urban
Payment recipients Not offered to hosting landholders, including where body corporate is hosting	✓ Property owner/s	× Tenant or leaseholder, Government, host landholders
Assumed ownership Owners registered on title prior to payment	✓ Before payment is made	× After payment is made
Maximum payment per landholder Up to 5 eligible properties	✓ $25,000 (up to 5 eligible properties)	× Additional eligible properties (>5)


Questions


Interactive Session

Interactive session



How has your organisation responded to changing community expectations and the evolving environment, and how do you know if this approach is working?


Thank you
PLEASE RETURN TO HALL A+B

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