

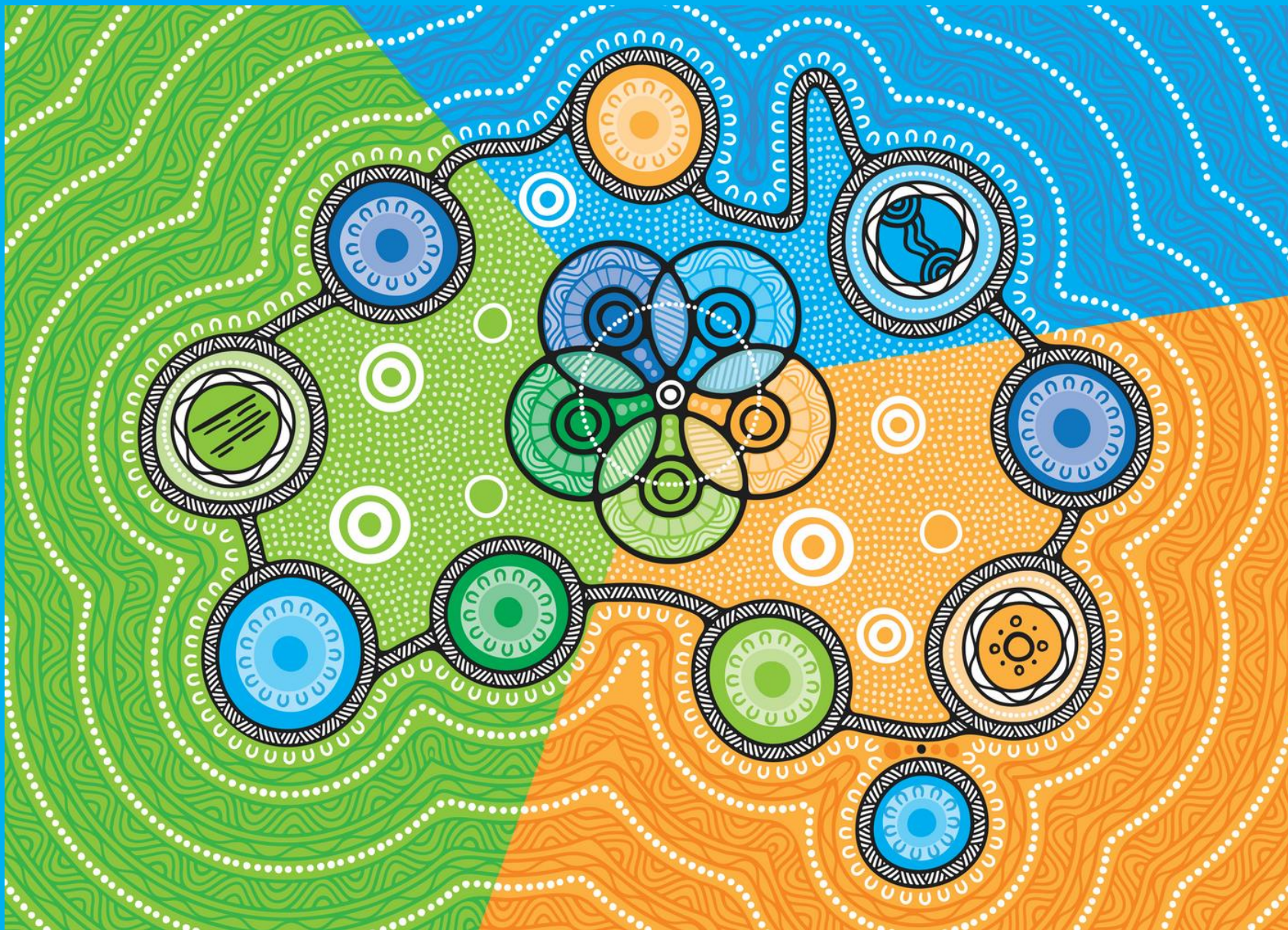


The Energy
Charter

Delivering better community outcomes through transition

Ag Energy Social Licence Roundtable
27 March 2024

theenergycharter.com.au



Acknowledgement of Country

I acknowledge the Traditional Custodians of the land where we meet, the Kurna People of the Adelaide Plains and pay respect to their Elders, past and present.

I recognise and value the continuing rich culture and the contribution of Aboriginal and Torres Strait Islander people.

Artwork: Jordan Lovegrove



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AEIC Community Engagement Review





AEIC Community Engagement Review

- In July 2023, the Commonwealth Minister for Climate Change and Energy commissioned the Australian Energy Infrastructure Commissioner (AEIC) to do an independent Community Engagement Review of renewable energy
- The purpose of the Review was to advise on improving community engagement on renewable energy infrastructure developments and sought input from a range of stakeholders, including landholders and community members living close to renewable developments
- The Review was released publicly in February 2024
- The Australian Government has accepted in principle all recommendations from the AEIC



Have your Say

In the HaveYourSay survey, the Review asked landholders and community members about their experience of engagement on renewable energy projects.



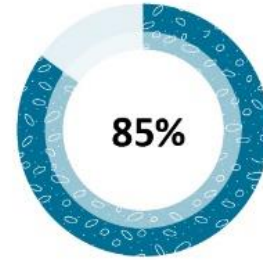
92% of respondents were dissatisfied with the extent to which project developers engaged the local community.



85% of respondents were dissatisfied with the explanations provided by project developers in response to their questions.



89% of respondents stated that the information they received from project developers was not relevant to the concerns that they raised.



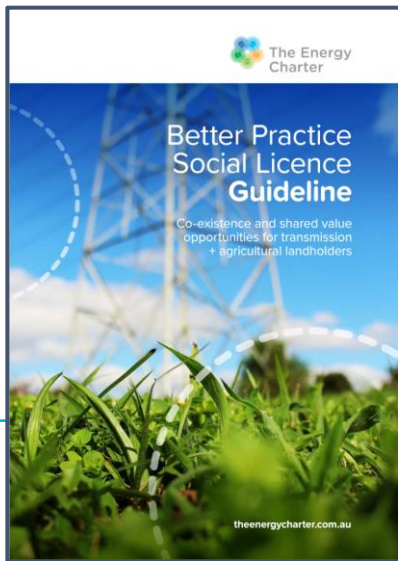
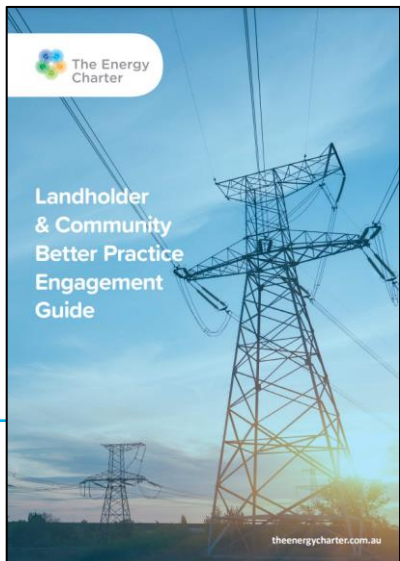
85% of respondents stated that their concerns were not addressed in a timely manner.





Social Licence Research

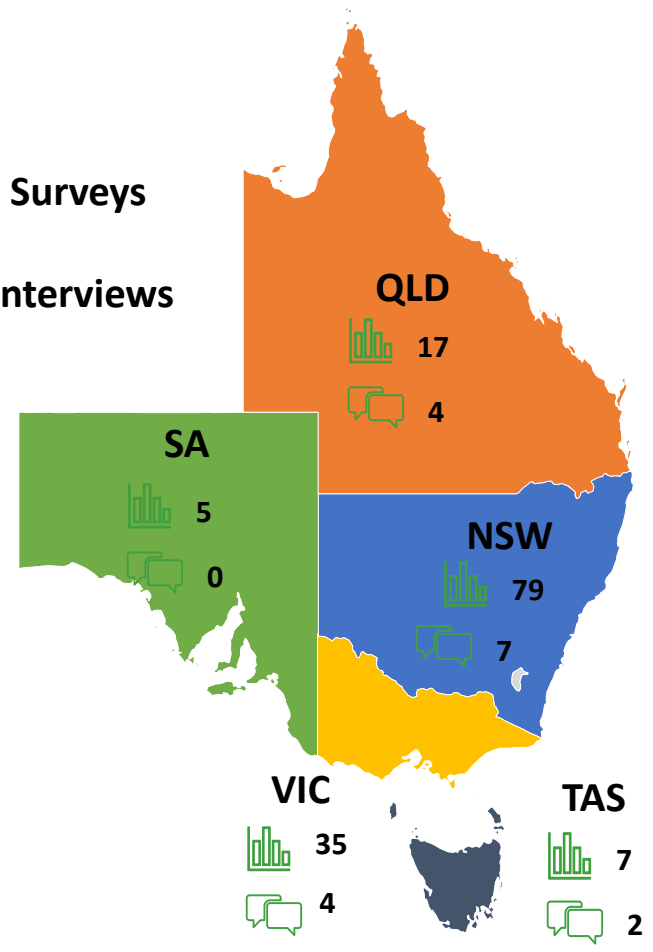
Investigate how renewable energy infrastructure and agricultural communities can co-exist and create shared value



144 Surveys



17 Interviews



Research snapshot: key findings - engagement



Strong engagement is critical to realising coexistence opportunities

Landholders felt frustrated with the methods and quality of their engagement.

“Get on the ground and learn about the region first... don’t just draw a line on a map.”

“Just tell us before you come onto our land.”

Landholders want to be respected, meaningfully consulted, and have access to reliable, transparent information on projects.

“Landholders and agriculturalists were suddenly sitting in the room with global business which was so foreign.”

“...you think you can buy your way in to communities...”

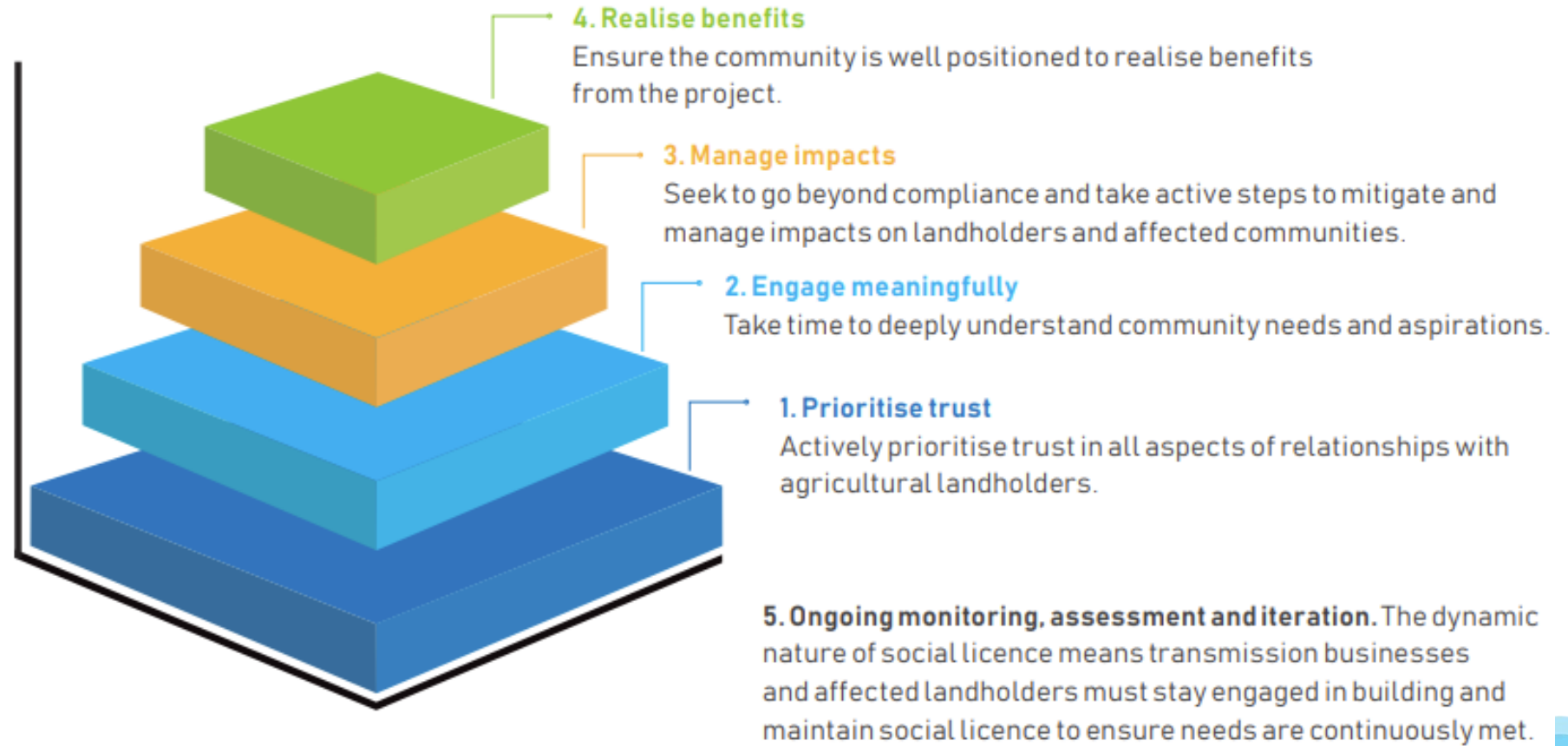
“I feel disrespected. I just want to feel respected. This is my land and my home.”

“...you think you can buy your way in to communities...”

“[The energy business] has alienated me with misinformation and unreasonable tactics.”



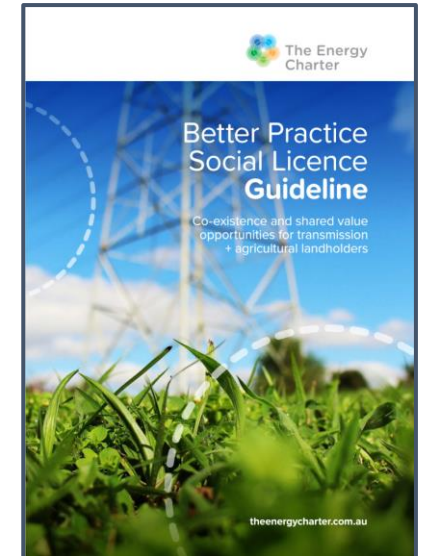
Energy Charter Social Licence Model



Community Engagement

Energy Charter Social Licence Guideline actions:

- Participation fees for landholders to engage
- Transparent and accessible information
- A designated person, 24/7 contact number and facilitated engagement
- Regional engagement teams, based in the area
- Community engagement training for land agents and complaints officers
- Better understanding social factors
- Engage on the issues that matter to landholders and communities including biosecurity, safety, access, mitigating impacts and shared value opportunities.





AEIC Recommendation

- To address community engagement concerns, the Review identifies recommendations to improve engagement intended to motivate developers to consistently deliver acceptable community engagement in the performance of their role, and by only selecting reputable developers who achieve these performance expectations for new projects.
- **Recommendation 1:** That the Federal Minister initiate a process to appoint a suitably qualified and experienced independent body or person to design, develop, implement and operate a *developer rating scheme*.



**Let's hear from Warwick
Squire, CEO of the GasFields
Commission Qld on how
rating systems work in
practice...**



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**Let's hear from Katie-Anne
Mulder, QREC on the
Queensland perspective....**



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**Accountability +
Transparency is key**

Accountability + Transparency

Key elements of the Energy Charter Accountability Model:

1. **Accountability** – organisations report annually on how they are meeting their commitments, together with validated self-assessed maturity ratings. This is signed off by CEOs and Boards
2. **Transparency** – CEOs meet with customer and community representatives to discuss what worked and what didn't – and most importantly, make future commitments. These are reflected in Feedback Reports

This embeds the culture change + capability build that is needed to deliver better customer and community outcomes.





For discussion:

Leveraging the Energy Charter learnings, we are keen to explore:

1. Co-design community engagement principles and principles in action
2. CEO commitments to action
3. Public transparency to commitments
4. Accountability to feedback and continuous improvement





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We want your thoughts...

Next steps...



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Earn trust, earn trust, earn trust... Then you can worry about the rest - Seth Godin

