

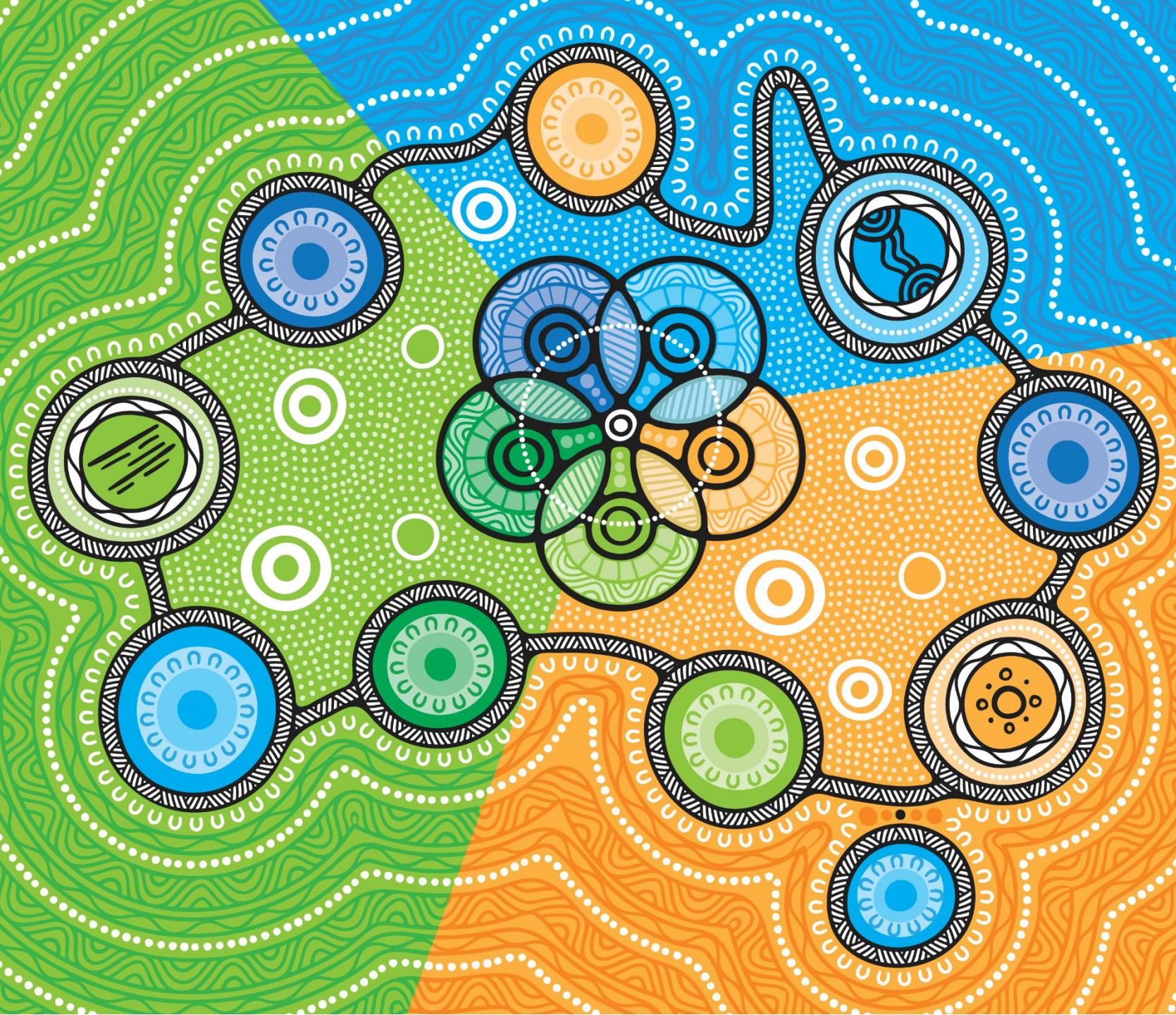
Landholder Engagement Training

Brisbane | 27-29 February 2024

We are **#BETTERTOGETHER**



The Energy
Charter



Acknowledgement of Country

Southbank is part of the Traditional lands of the Wurundjeri Woi-wurrung peoples. We acknowledge Wurundjeri Woi-wurrung people as Traditional Custodians of the land on which we gather, and pay respects to their Elders past and present.

Meet your hosts



Sabiene Heindl

Chief Executive Officer
The Energy Charter



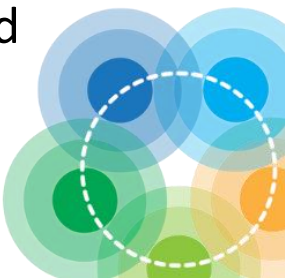
Amy Abraham

Director, Innovation (Facilitator)
The Energy Charter



Anne Whitehouse

Chief Executive Officer
Sales Assured Limited

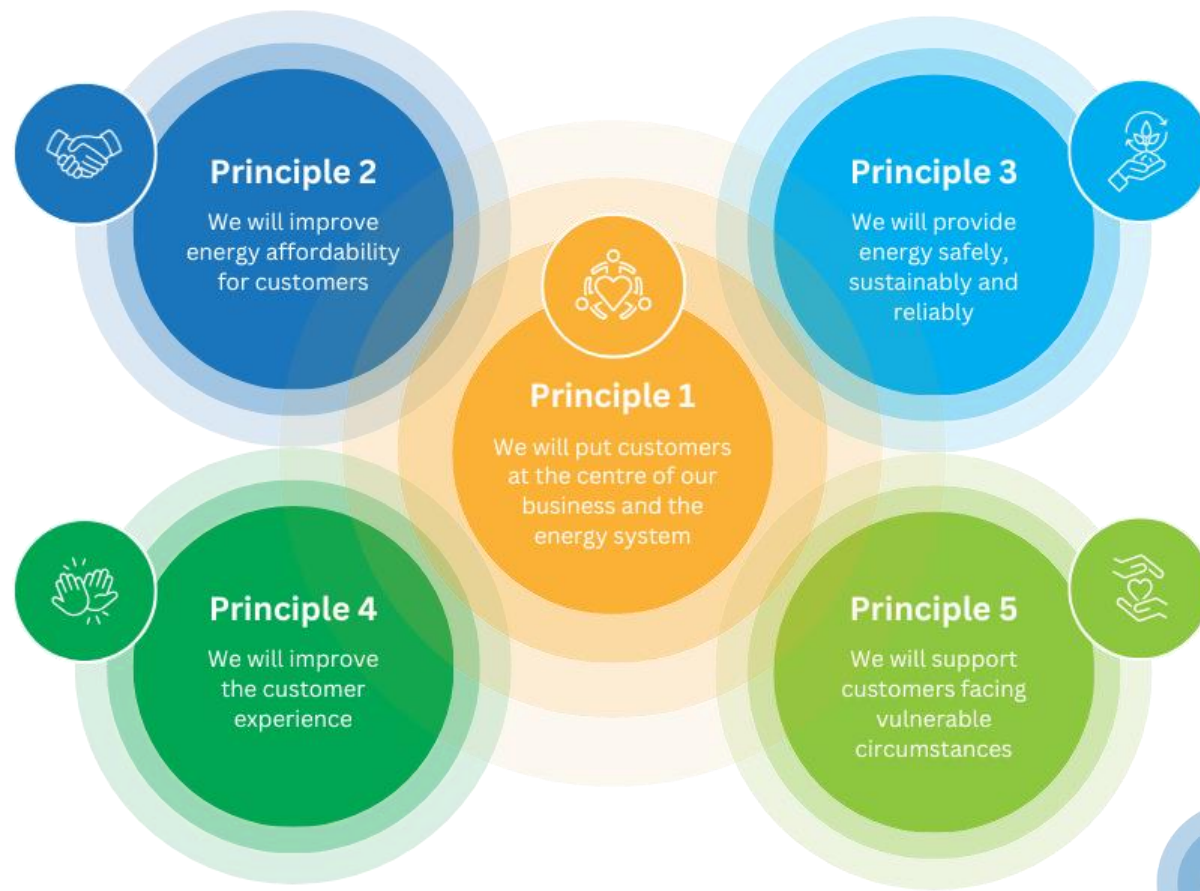




We are the Energy Charter

A unique CEO-led coalition of like-minded energy organisations with a shared purpose and passion for customers and communities.

Together, creating a better energy future for all Australians



**BE OPEN
LEARN &
IMPROVE**

**THINK
BIG
BE BOLD**

**BE
INVESTED
MAKE A DIFFERENCE**





Why you're here and what to expect

Day 1 – WELCOME + SETTING THE SCENE

Day 2 – BUILDING PARTNERSHIPS THROUGH SHARED VALUE

Day 3 – SKILLS DEVELOPMENT WORKSHOPS



Important information for Day 2 bus excursion

- **Pick up and drop off at Bus stop 31 Adelaide St, near Macrossan St, 7:45am sharp**
- Breakfast is self-catered, all other meals provided
- Wear enclosed shoes, avoid nylon/acrylic clothing and wear long pants
- Bring sun-protection and dress to the conditions
- Limit valuables as there is no secured storage on the bus
- Landholder Training drinks + dinner: Blackbird Bar & Restaurant, Riverside Centre, 123 Eagle St, Brisbane from 5pm





Thank you!



**The Energy
Charter**



Renewable Energy Development in Queensland



Dana Boxall

*General Manager,
Community and Delivery
Services*

Powerlink Queensland



Gerard Reilly

*General Manager
Communications, Customer
& Engagement*

Powerlink Queensland





Tuesday, 27 February

Landholder Engagement Training

Dana Boxall
GM Community & Delivery Services

Gerard Reilly
GM Communications, Customer &
Engagement



Acknowledgement

Powerlink acknowledges the Traditional Owners and their custodianship of the lands and waters of Queensland and in particular, the lands on which we operate. We pay our respect to their Ancestors, Elders and knowledge holders and recognise their deep history and ongoing connection to Country.

Powerlink's New SuperGrid Landholder Payment Framework

Launched May 2023



Significantly boosts payments to hosting landholders



First transmission company in Australia to offer payments to adjacent landholders



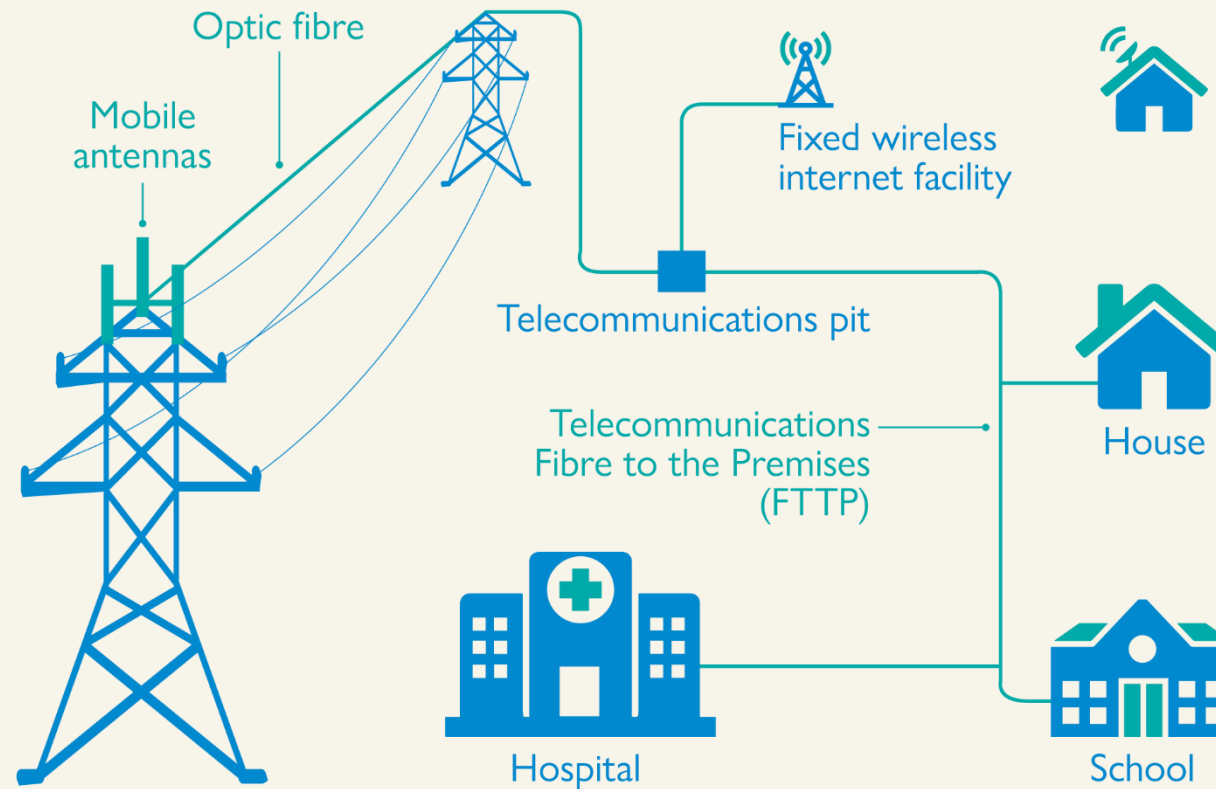
Flexibility in timing of payments to hosting landholders



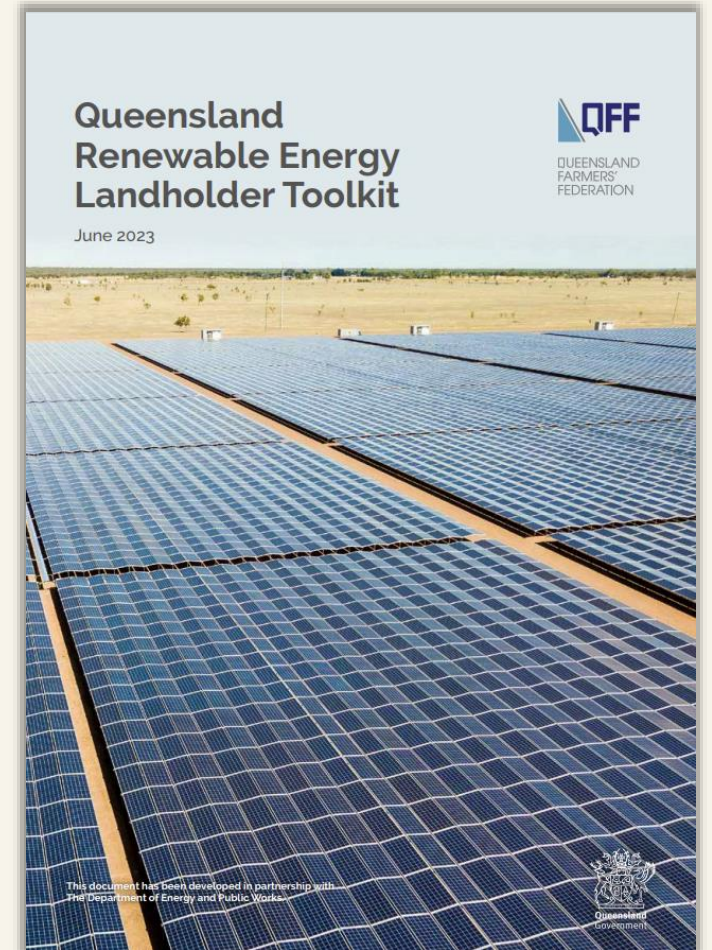
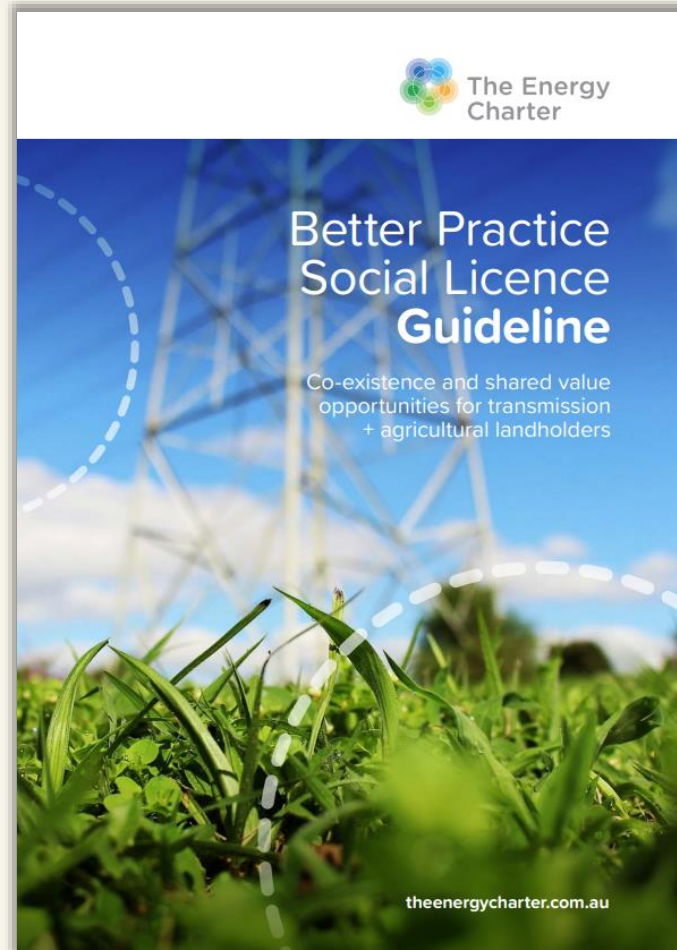
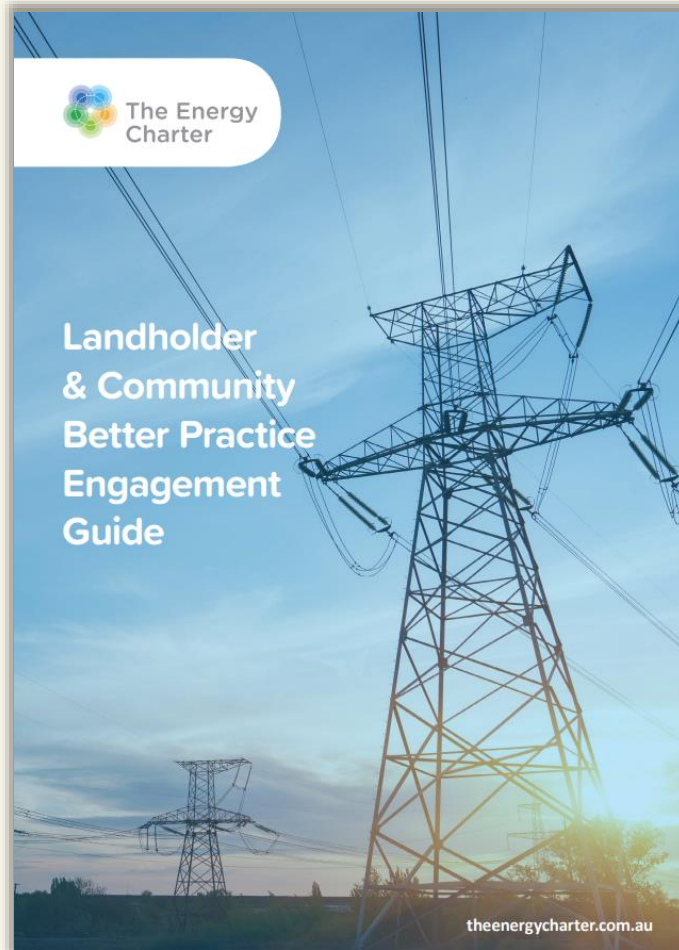
Provide payment estimates to landholders earlier in the process

SuperGrid Telecommunications Program

Queensland communities to benefit from improved digital connectivity



Resources for communities



Landholder insights panel



Jo Sheppard

Chief Executive Officer
Queensland Farmers'
Federation



Brent Finlay

Managing Director

Finlay Agricultural Industries



Ashleigh Duncan

Grazier + CFO

Campmac Pty Ltd and Mt
Hope Cattle Co



Susan Findlay-Tickner

*Dry-land Farmer + Projects
Communications Manager*

RES Group and RE-Alliance



James Walker

Owner

Camden Park Station



Day 2: Dinner guest speaker



Jane Pires

Land Access Ombudsman Queensland

Energy and Water Ombudsman Queensland





**LAND ACCESS
OMBUDSMAN**

Jane Pires, Land Access Ombudsman

What do we do?

- Investigate alleged breaches of Conduct and Compensation and Make Good Agreements
- Resolve disputes quickly and efficiently
- Operate independently from Government
- Identify and report on systemic issues

Role of an ombudsman

- Referee, not a judge
- Look for what's fair and reasonable
- Work towards an amicable outcome, and a productive long term relationship

Social license – changing perspective

Social license exists when a project has the ongoing approval within the local community and other stakeholders, ongoing approval or broad social acceptance and, most frequently, as ongoing acceptance.

Commonly used in relation to mining and resource management.

“They have breached their social licence by becoming entities focused purely on profit and on the social misery generated by the rapacious use of these gambling machines.”

Dr John Crozier on RSL Gambling Reforms

Issues we have seen and discussed

- Trust erosion - CSG company wanting to install wells on land that was being developed for a solar farm
- Financial impacts to communities from resource workers
- Biosecurity and washdown concerns
- Damage and disrespect to property or equipment
- Impacts on neighbouring property who receive no financial benefit or compensation

Issues we have seen and discussed (cont)

- Generational distrust
- Limited understanding of community interest and future interests
- Verbal agreements that go when the company contact leaves
- Poor communication:
 - Failure to set or manage expectations
 - Inefficient handovers
 - Poorly briefed subcontractors

Tips for a positive engagement

- Treat the landholder like a business partner
- Understand the community and what they are trying to achieve for the future
- Most landholders are looking for sustainable business and living practices
- You represents your organisation and Board
- Be considerate of engagement – wary of Government
- Perception is reality
- The value of the handshake
- Consider neighbour discussions and where appropriate financial compensation
- Engage early and consistently

Compassion in conflict



Ilona Voss

*Communication Expert for Leadership
& Teams in the Modern Workplace*



Compassion in Conflict

Workshop - The Energy Charter

National Landholder Engagement Training

Feb 2024



Hona Vass

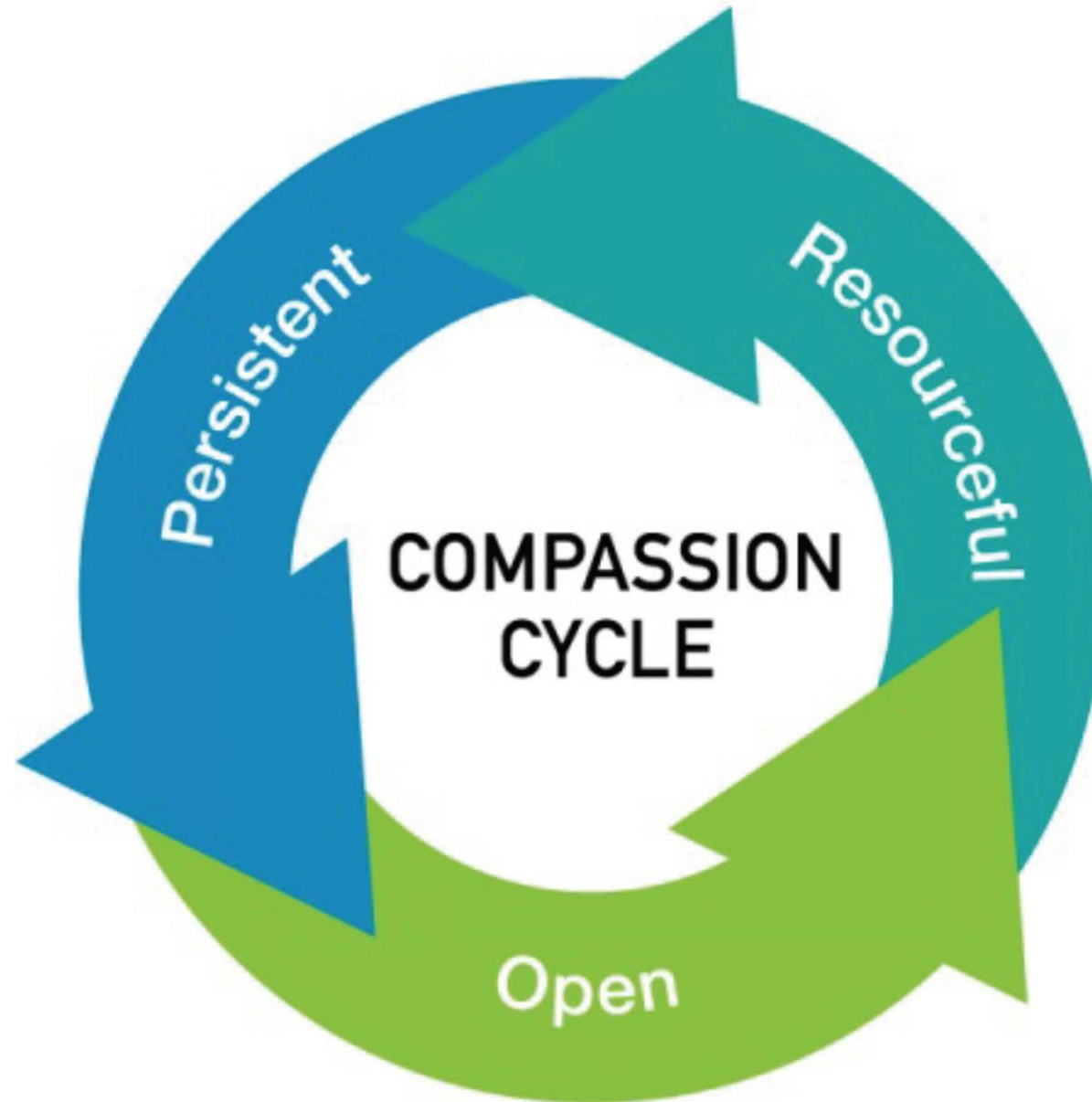
**“The purpose of conflict
Is to create.”**

Michael Mede



Hona Vass

Drama based
communication
is adversarial.



Compassion
based
communication
is collaborative.





Openness



Ilona Vass

Openness



- Emotional transparency
- Because we need a safe place to co-exist
- “You are worthwhile”



Hona Vass

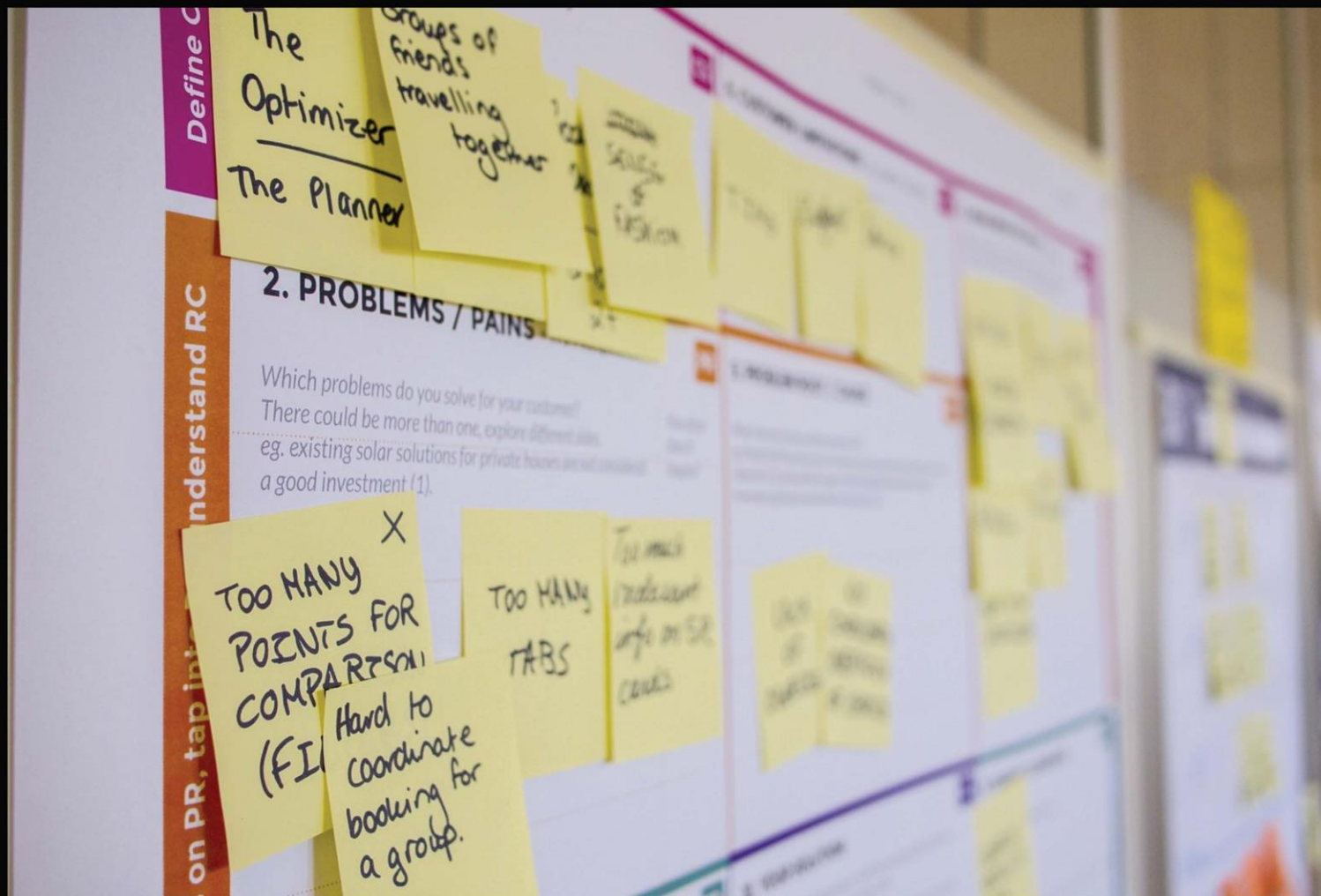
Tips for being open



- Share your feelings
- Connect with people
- Venting is OK, as long as you don't wallow in self-pity or drama



Hona Vass



Resource fulness



Ilona Vass

Resourcefulness



- Problem solving
- Because we need to be curious and creative
- “You are capable”



Hona Vass

Tips for being Resourceful



- Share resources, e.g. knowledge, experience, skills, tips
- Ask for help
- Embrace learning



Hona Vass

Tips for being Resourceful



- Leverage strengths
- Gather ideas and options
- Build on previous success



Hona Vass



Persistence



Ilona Vass

Persistence



- Walk the talk
- Because we need something to rely on
- “You are accountable”



Hona Vass

Tips for being Persistent



- Figure out what's most important
- Create routines and structure
- Be generous with grace, stingy with blame



Hona Vass

Tips for being Persistent



- Accept responsibility and make it right
- Reinforce non-negotiables
- State your own boundaries and commitments



Hona Vass

Scenario 1 – Neighbour escalation

Charlie, a land agent is on site with Billie, a landholder. They are meeting to discuss access arrangements for surveying to take place at the property.

Billie has so far been relaxed and helpful, but indicates to Charlie that they have had poor experiences with energy companies in the past. The main issue was feeling unsupported to manage relationships with others in the community who do not want energy developments progressed.

Midway through the discussion Jo, Billie's neighbour, approaches on an ATV. Jo is known to Charlie, as they are a vocal community advocate against energy developments in the region.

Jo pulls up stating they know exactly what's going on and won't stand by. Jo says, "I'm not just going to lay down and let these big power companies come in and ruin our land and the environment."

In a raised voice, directed at Billie, they start to make accusations. "You know all the environmental surveyors have been paid off. I can tell you, the last mob of criminals you had here came onto my land with no permission. They left gates open and caused all sorts of drama. And for nothing, they make it all up anyway. It's all for profit. They don't care what harm all this development will cause. You can't side with them Billie, we've got to protect this place."

Billie, clearly caught off guard by the unexpected encounter looks to Charlie to respond to the accusations and deescalate the situation.

Scenario 2 – A week later...

A week later, Charlie returns to Billie's property, again to discuss access arrangements for surveying. At Billie's request, Charlie has arrived in an unmarked vehicle and they meet inside at the homestead.

As they begin to discuss what the surveying process includes and some important considerations around seasonal conditions, Charlie makes the assessment that Billie would ultimately like to see project progressed and sees benefit in hosting. However, he is clearly rattled by the encounter with Jo.

Billie says, "What are we going to do with Jo? He was pretty fired up last week, but he did have a point.

"Are we supposed to just take their word for it that all these developments won't disturb the local wildlife. You know we have quolls here and all sorts of birds that come in from the lake.

"And going over to Jo's place, we can't just have folks roaming around and leaving gates open. I'll never hear the end of it.

"I can't be having that kind of thing happening here either."

Billie starts to rattle off a list of possibilities, not giving Charlie an opportunity to reply. Billie is becoming anxious and starting to focus on worst-case scenarios based on the encounter with Jo.

Creating psychologically safe spaces



Brock Bastian

Director

Psychological Safety Australia



Creating Psychological Safety for Landholders

© Psychinsights Consulting 2023

Professor Brock Bastian

Psychological Safety Australia

brock@psysafe.com.au

www.psysafe.com.au

What do we mean by Psychological Safety?

Psychological safety in this context means:

- *Creating an environment where landholders feel respected, understood, and free to express their concerns and emotions without fear of dismissal or retribution.*
- *Transparent communication, empathetic listening, and assurance that their well-being is considered in the decision-making process*
- *Fostering a sense of trust and openness during potentially stressful negotiations.*

Noticing signs of stress - when to slow down, step back

Understand signs of stress

- 1. Significant Emotional Responses:** Showing intense emotional reactions during discussions about the land acquisition, such as anger, panic, or visible distress, that seem disproportionate to the conversation at hand.
- 2. Difficulty Engaging in the Discussion:** If the landholder seems unusually withdrawn, unresponsive, or unable to engage in discussions about the acquisition, indicating a possible overwhelm or shutdown response.
- 3. Verbal Indicators of Stress or Anxiety:** Expressions of hopelessness about their situation, verbalizing worries about the future incessantly, or making statements indicating they feel trapped by the acquisition process.
- 4. Rapid Mood Changes:** Exhibiting sudden shifts in mood during engagements—from cooperative to extremely frustrated or from calm to tearful—without clear provocation.
- 5. Disproportionate Concern for the Future:** Expressing extreme concern for their future livelihood, the well-being of their family, or the loss of their legacy with no mention of possible resolutions or hope.

Understand signs of stress (cont..)

- 6. Physical Signs of Distress:** Visible signs of stress or anxiety, such as trembling, sweating, or appearing fatigued, which could indicate that the engagement is causing significant distress.
- 7. Indications of Social Withdrawal:** Mentioning avoiding social interactions, community events, or even avoiding discussing the acquisition process with family or friends, which could indicate a withdrawal response.
- 8. Change in Communication Pattern:** A sudden drop in communication frequency, such as not returning calls or emails, which may indicate that the stress is impacting their ability to engage in the process.
- 9. Mentions of Negative Impact on Daily Life:** Sharing that the acquisition process is affecting their sleep, concentration, or daily routines, indicating that the stress is pervasive.
- 10. Resistance to Discussing or Considering Options:** Showing an uncharacteristic reluctance to discuss or consider alternatives or solutions presented, which may signal feeling overwhelmed or hopeless.

In these situations, it might be necessary to prioritize the landholder's well-being over progressing negotiations, by providing information on support services, suggesting a pause in discussions, or involving mental health or counseling services with the landholder's consent. Recognizing these signs and adjusting the approach can be a critical step in ensuring the mental and emotional well-being of individuals going through such a challenging process.

Fulfilling your duty of care

- 1. Listen and Acknowledge:** Simply listen to them share their concerns without attempting to solve the problems. Acknowledge their feelings by saying things like, “It sounds like you’re going through a really hard time.”
- 2. Express Concern Without Diagnosing:** Without trying to diagnose or judge their feelings, let them know you're concerned about their well-being. You might say, “I’m really worried about you,” to convey your concern.
- 3. Encourage Professional Help:** Suggest they connect with a mental health professional or a support line. Say something like, “It might be helpful to talk to someone who can support you through this. I can help you find someone to talk to.”
- 4. Offer to Help Them Find Resources:** If they’re open to it, offer to help them look up local mental health resources or hotlines. You don’t need to be an expert; just assisting in finding the information can be a big help.
- 5. Ask Direct Questions If Seriously Concerned:** If you're worried about their immediate safety, it’s okay to ask direct questions in a compassionate way, such as, “Are you thinking about hurting yourself?” If the answer is yes, encourage them to seek immediate help from a crisis service or emergency services.

Fulfilling your duty of care (cont..)

6. **Don't Promise Confidentiality If Risk Is Present:** If they disclose thoughts of self-harm or suicide, let them know you're concerned for their safety and may need to share this information with someone who can help. It's important to ensure they understand you're acting from a place of concern.
7. **Stay With Them If You're Seriously Concerned:** If you believe they are in immediate danger to themselves, try not to leave them alone. Stay with them until professional help is obtained or another trusted person arrives.
8. **Follow Up:** After the immediate situation is addressed, follow up with them to show ongoing support. A simple message asking how they are doing can make a big difference.
9. **Report and Document:** Inform a supervisor or someone in a responsible position about the situation, especially if it occurred in a professional context. Keep a record of what was discussed, while respecting the individual's privacy as much as possible.
10. **Take Care of Yourself:** Witnessing someone in acute distress can be distressing itself. Make sure to take care of your own emotional needs afterwards. Talking to a friend or a professional about your feelings can help.

This approach prioritizes empathy, safety, and connecting the individual with professional help, while recognizing the limits of one's non-professional role in such sensitive situations.

Moving forward – leaning into change

Motivational Interviewing – moving past resistance

Key Principles

- **Partnership** – working collaboratively and avoiding being the ‘expert’
- **Acceptance** – respecting the persons autonomy, potential, strengths and perspective
- **Compassion** – keeping the persons’ best interest in mind
- **Evocation** – recognising that the motivation for change needs to come from the person

Motivational Interviewing – moving past resistance

Key Capabilities - OARS

- **Open ended questions** – “Does this situation make you feel like you have little control?’ vs. “How does this situation you are confronted with make you feel?”
- **Affirmations** – “you really care about your community”, “you have been successful in how you have managed your land to date”
- **Reflections** – understanding what the person is thinking and feeling and saying it back to the person (validation and acceptance)
- **Summarizing** – longer reflections on the person’s view of upsides and downsides - opportunity for you to selectively summarize the situation tapping into their motivations

Motivational Interviewing – moving past resistance

RULE – Recognize and Resist, Understand and Listen, Empower Change

- **Resist the Righting Reflex:** This means resisting the urge to tell others what they should do or give advice. Instead, they should listen and elicit a person own ideas and solutions.
- **Understand the Persons Motivation:** This involves exploring the persons own reasons for wanting to change. It is important to understand what the person values. This helps them to find some personal motivation for change (even when they might prefer no change).
- **Listen with Empathy:** This involves demonstrating empathy and understanding towards the landholder. This helps to build rapport and trust and allows the person to feel heard and understood.
- **Empower the Person:** This involves supporting the persons autonomy and helping them to feel empowered to make their own decisions. This means respecting their choices and encouraging them to take an active role in adapting to change.

Scenario

Alex, a land liaison officer for a transmission business is meeting with Jamie, a landowner inside the proposed corridor of a new transmission development. They are meeting for the first time to discuss the transmission development at Jamie's property.

During the meeting, Alex reiterates the need for the project to support Australia's transition to a clean energy future, and that the upgrade will provide much-needed capacity to support new and existing renewable energy developments in the region. Using a large-scale map, Alex begins to discuss the general plans around the proposed transmission corridor and explains that the next step would involve working with Jamie on managing impacts and an access agreement for surveying.

Alex also explains that if an easement is required, Jamie will be eligible for compensation. Alex assures Jamie that all feedback will be considered.

Jamie listens carefully but becomes visibly upset thinking about the thought of transmission towers being built on the property. They express a strong emotional attachment to their land and raise concerns about the removal of trees planted generations ago, impacts to property value and the visual impact of transmission towers.

Jamie feels overwhelmed by the thought of the family's land being altered. They question the necessity of the development and say they feel powerless in the decision-making process, stating, "This land has been in my family for generations. It's not just a piece of property; it's our home. How can you expect us to just accept this?"

In this scenario, Alex must navigate Jamie's emotional and practical concerns with sensitivity and respect. The situation requires balancing the project's needs with empathy towards Jamie's attachment to their land and the distress about the potential impacts of transmission infrastructure on the property.



Look after yourself: Practical tips to support your own mental wellbeing

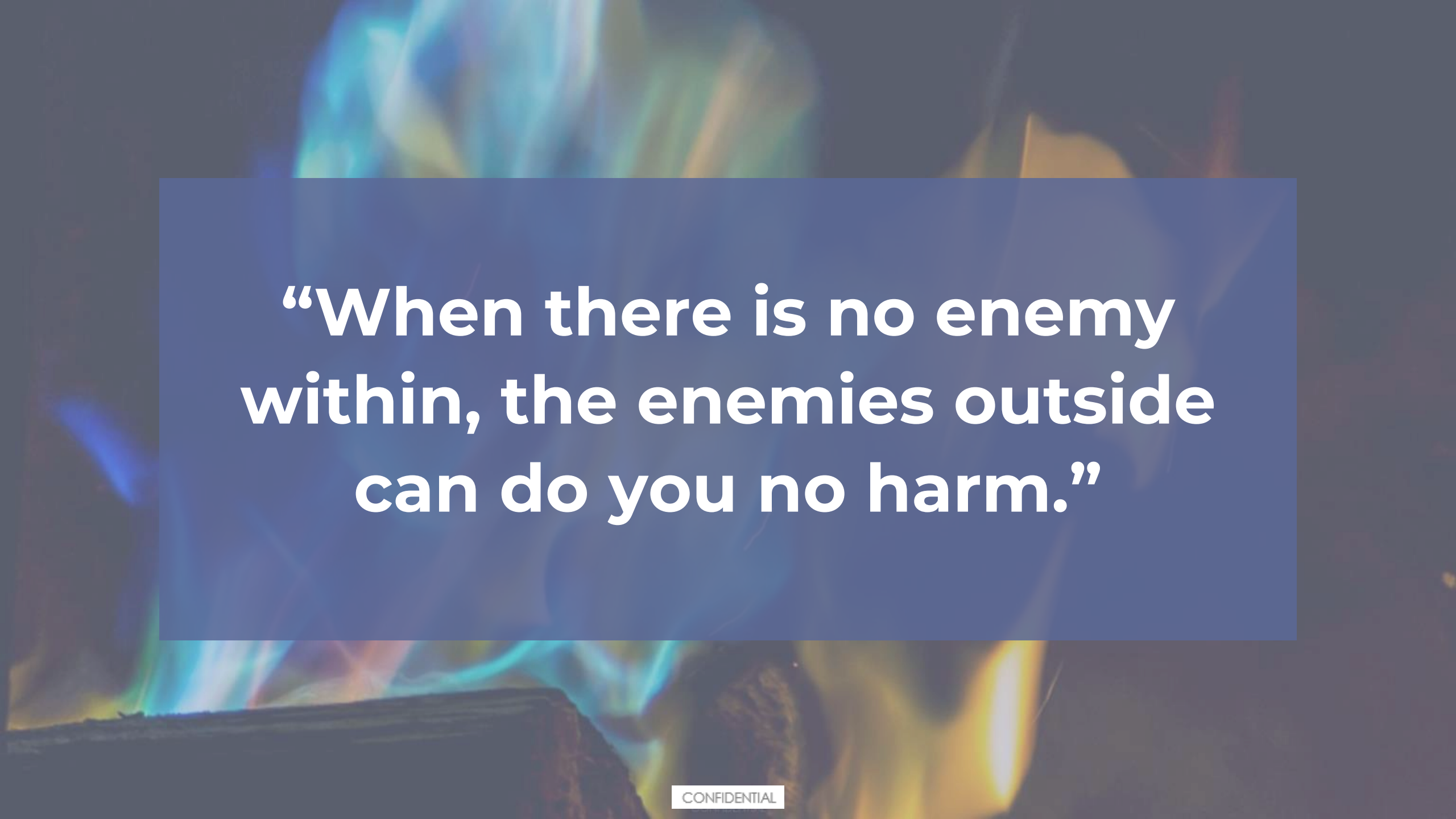


Luke Francis

*Land Liaison Officer &
Mental Health First Aider*

AusNet Services



The background of the slide is a photograph of a fire, with bright orange and yellow flames rising from a dark, textured surface. A large, semi-transparent blue rectangle is centered over the image, serving as a backdrop for the text.

**“When there is no enemy
within, the enemies outside
can do you no harm.”**



CONNECTION

Gus Worland, Ted Talk exercise.

The one time you can touch your phone with no push ups!

Close your eyes and think of some one that you love and adore and cannot imagine living without. Have that person face locked in your head.

Now text them this message.

“I love you. I miss you. See you soon XOXO”

Men send this text to another male.

Talk responses later.

DURING MY PRESENTATION!

Mobile phones, laptops or any electrical device
use is banned!

If you touch your phone or laptop
you owe me **10** push ups or **30** squats!
Per use/touch!

PLEASURE

“a feeling of happy satisfaction and enjoyment”



EXERCISE

The best exercise is the one that gets done
A 30-minute brisk walk a day is all that is
required, this is less than 2% of your day.
Find something you enjoy and sustainable.

A green road sign with the word "Achievement" in white, set against a blue sky with clouds. The sign is tilted and mounted on a wooden post.

Achievement

RELAXATION

A person is lying in a hammock, suspended between two wooden poles that are partially submerged in a body of water. The scene is set during a sunset or sunrise, with the sun low on the horizon to the right, casting a warm, golden glow across the sky and water. The sky is filled with soft, scattered clouds. The water is calm, reflecting the light from the sun and the colors of the sky. The overall mood is peaceful and serene.

CONFIDENTIAL

A diverse group of people, including men and women of various ages and ethnicities, are gathered outdoors. They are all smiling and laughing, creating a joyful and social atmosphere. The background is slightly blurred, focusing attention on the group.

LAUGHTER

Laughter also strengthens your immune system, increases energy, diminishes pain, and protects you from the toxic effects of stress.

Best of all, humour is fun and free.



BE SOCIAL

Online forums have a convention once a year, so what does that say about the importance of face-to-face interactions.

P – PLEASURE

E – EXERCISE

A – ACHIEVEMENT

R – RELAXATION

L – LAUGHTER

S – SOCIAL

PRACTICAL EXERCISE

Write down 3 things you are grateful for in your life.

The best way to reap the benefits of gratitude is to notice new things you're grateful for every day.

Challenge yourself and try noticing new things each day.

"Failure is an
opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude
determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try
new things"

REPLACE THE
WORD **DRAMA**,
WITH
CHALLENGE

I CAN AND I WILL

**“People ask how I
stay so positive
after losing my
legs... I simply
ask how they
stay so negative
with theirs.”**

-SSgt Johnny Joey Jones

JOHNNYJOEYJONES.COM



LIMIT SOCIAL MEDIA

According to research, having people “like” your posts releases dopamine in the brain. This is the same chemical that is released when you take drugs, or when a gambling addict wins.

It’s addictive and numbing, it can be associated with stress, anxiety, loneliness and depression.

Steve Jobs didn’t let his children use an iPhone, what’s that telling you?

GET ENOUGH SLEEP

**“SLEEP IS TONIGHTS INVESTMENT IN TOMORROWS
PRODUCTIVITY”**

7-9 hours of sleep a night, less then 1% can go with less sleep.
Regularity is KING, go to sleep and wake up at the same time.

Only 4 things you should do in bed:

1. Sleep **2.** Have sex **3.** Read **4.** Light conversation

The Bed is the trigger for sleep, starts to produce Melatonin.

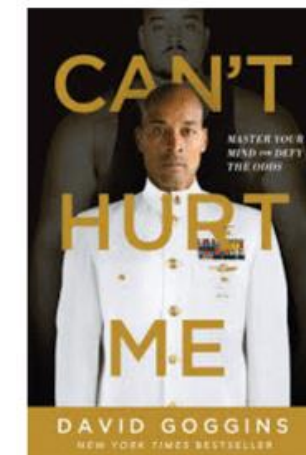
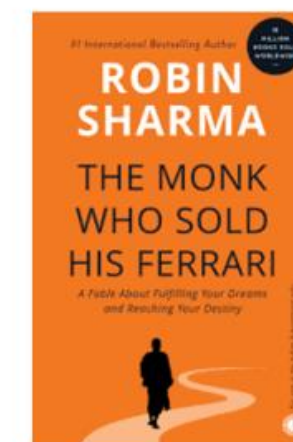
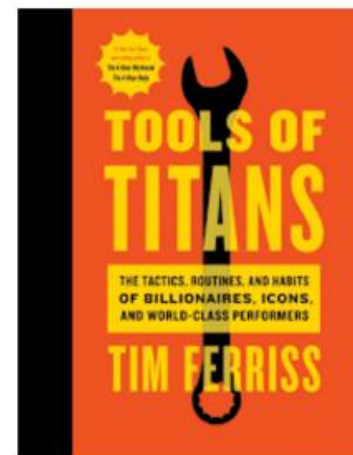
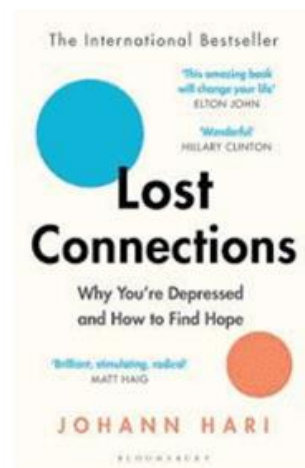
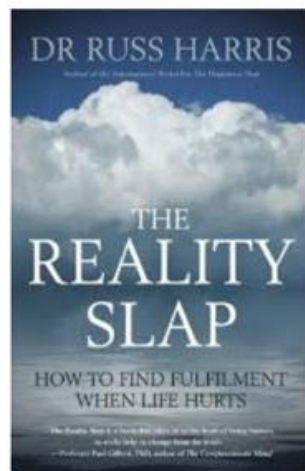
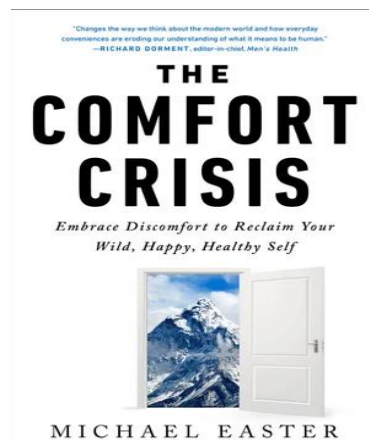
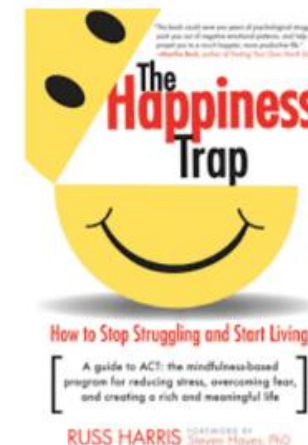
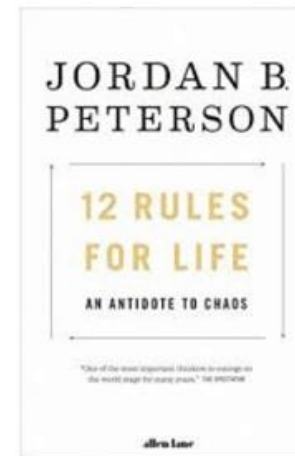
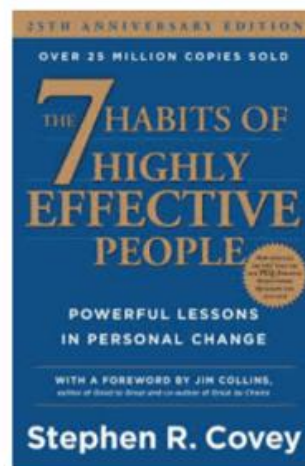


READ

A 2009 study by the University of Sussex found that reading for just six minutes can reduce stress levels by up to 68%.

Reading doesn't only help you to fall asleep, it also improves your overall sleep quality. Since it's relaxing and helps you to de-stress, reading can lead you into a deep and restful sleep.

BOOKS:



APPS:



The Resilience Project

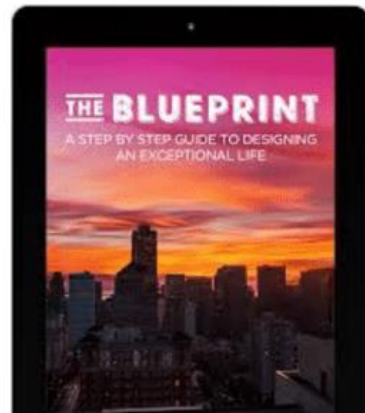


CONFIDENTIAL

PODCASTS:



WEBSITES:



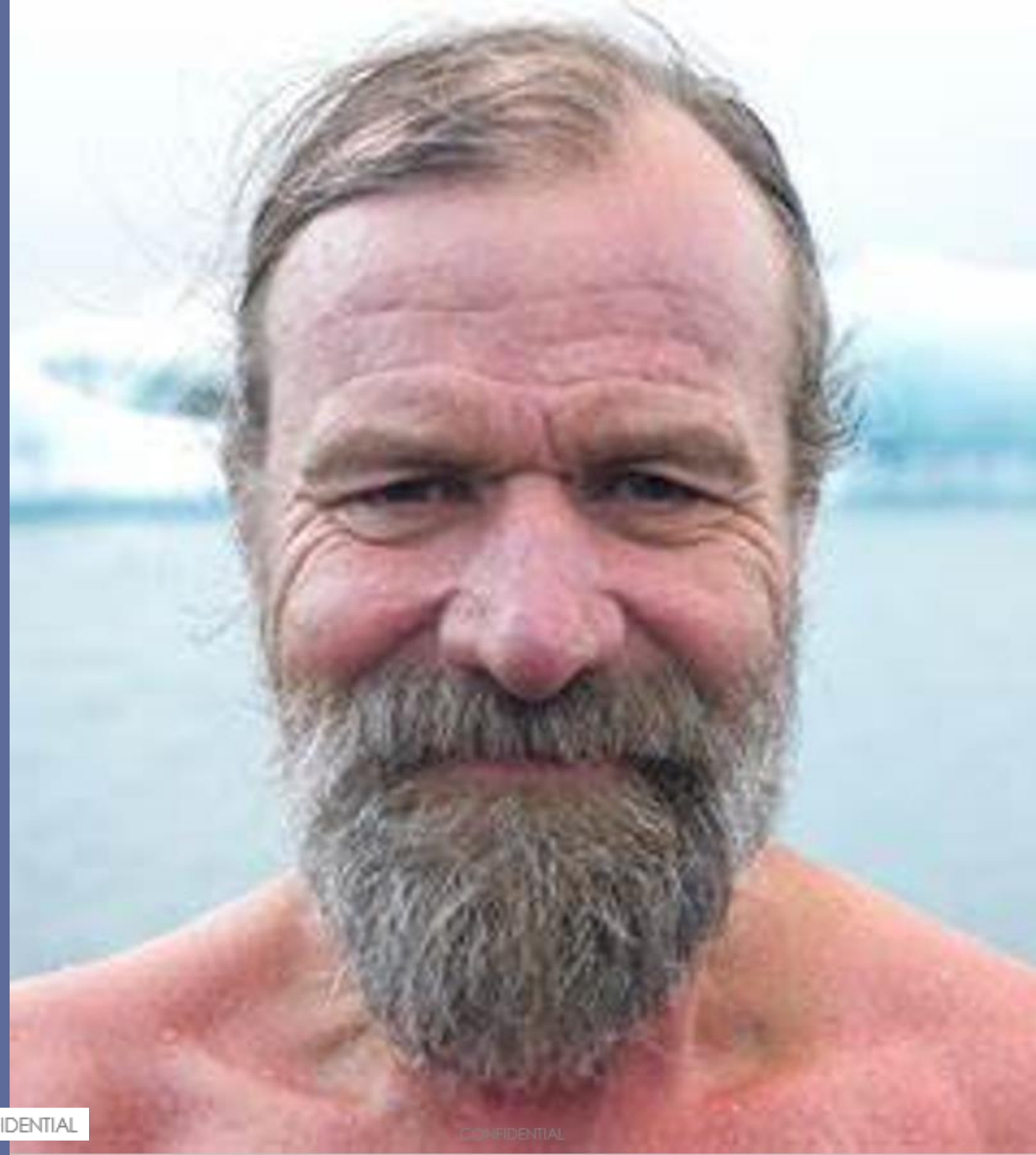
PRACTICAL EXERCISE

WIM HOF BREATHING

Guided breathing for
beginners, 2 rounds.

Wim Hof Method
(youtube.com)

TAKE COLD SHOWERS





LISTEN TO MUSIC

Studies on patients diagnosed with mental disorders such as anxiety, depression, and schizophrenia have shown a visible improvement in their mental health after general music and Music therapy.

GET COMFY WITH
UNCOMFORTABLE

Comfort kills
ambition. Get
uncomfortable and
get used to it in
your pursuit of your
goals and dreams.

Robert Kiyosaki

GreetingIdeas.com

CONFIDENTIAL

G

SUGGESTIONS OF VIDEOS TO WATCH


Simon Sinek, Millennials, Impact Theory Video, The Millennial Question
Admiral McRavern University Address, University of Texas at Austin 2014
Commencement

Wim Hof, Wim Hof Method Guided Breathing for Beginners (3 Rounds Slow
Pace)

A Mental Health Talk with Kevin Smith, Trauma is Trauma: A Mental Health
Talk with Kevin Smith

**Would any one like to
share their response from
their text?**

Any questions?

A large, bright full moon is centered in the upper half of the image, set against a dark, starry night sky. The moon's surface shows some craters and texture. The background is a deep black with numerous small, white stars scattered throughout.

Everyone wants to be
someone's sun
to light up someone's life,
but why not be
someone's moon
to brighten in the
darkest hour.

A man in profile, wearing a dark jacket, stands in a field of tall grass, looking out towards a sunset. The sky is a mix of orange and yellow, and the landscape is silhouetted against the bright light. The text is overlaid on the left side of the image.

**“Earn trust, earn trust,
earn trust. Then you can
worry about the rest.”**

— Seth Godin



Thank you!



The Energy
Charter