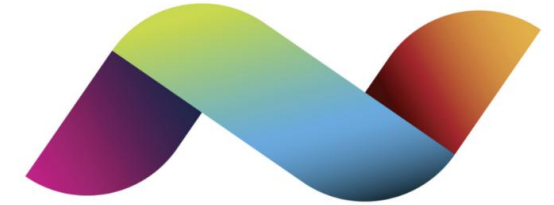




WELCOME!

HELLO!



TasNetworks

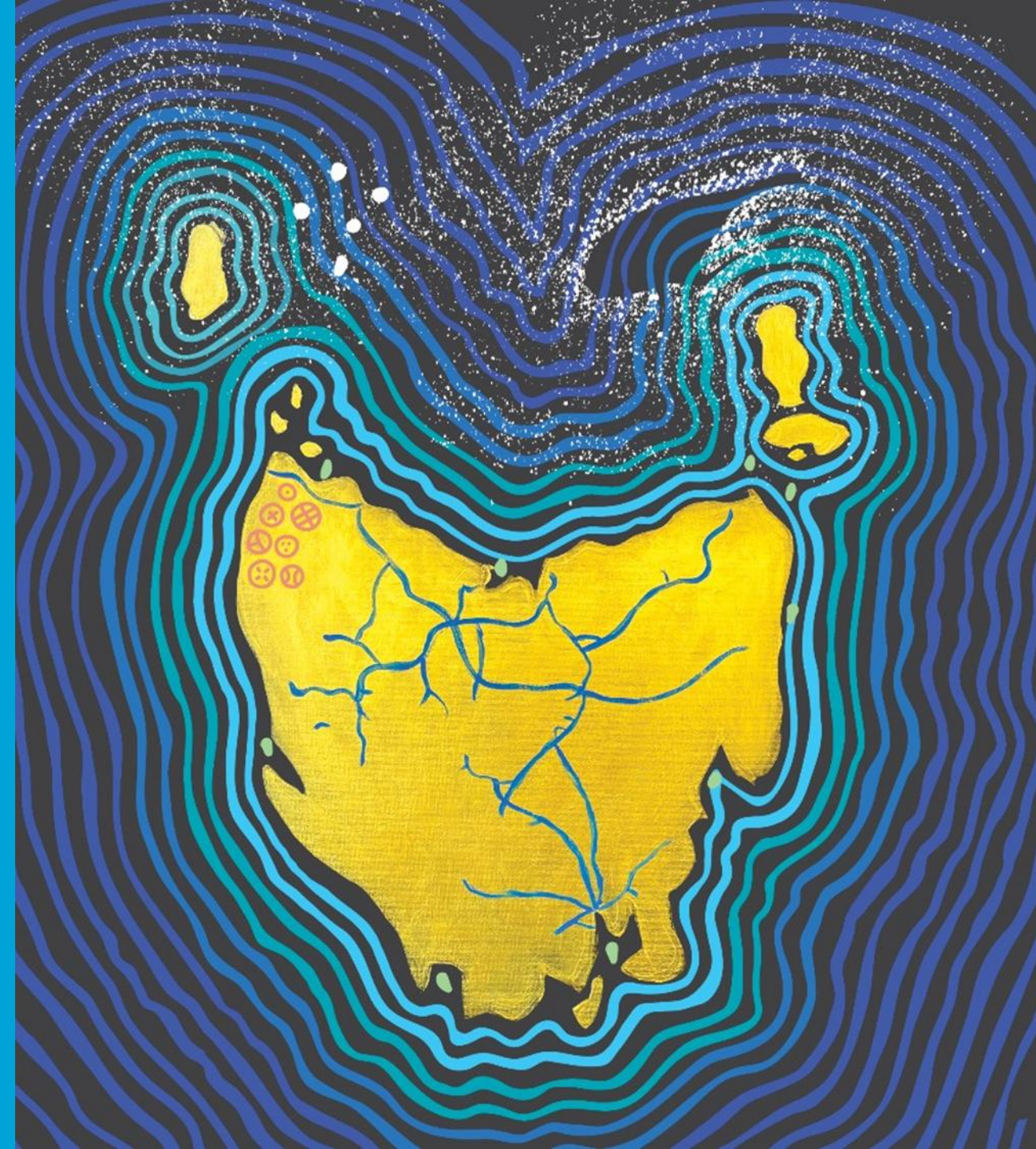
REGULATORY DETERMINATION 2029-34

TASNETWORKS PEOPLE'S PANEL

MEET AND GREET

14 MARCH 2026

Welcome to Country
Graeme Gardner





YOUR FACILITATORS



KEITH
Facilitator



LYNDAL
Facilitator



AARON
Facilitator



OUR ROLE

We are a team of

INDEPENDENT FACILITATORS

who partner with

COUNCILS, GOVERNMENT, BUSINESS & COMMUNITY
TO BRING CONVERSATION AND DEMOCRACY ALIVE



Community &
stakeholder
engagement



Deliberative
democracy



Workshop
design &
facilitation



Outrage &
conflict
management



Training

Sean Mc Goldrick

TasNetworks CEO





OUR PURPOSE TODAY

- » Learn about what the **panel will do**
- » Meet and **get to know** each other
- » **Learn** about the challenge and **clarify your role**
- » Hear from lots of **TasNetworks people** and ask **questions**
- » **Check in** at the end of day

AGENDA – MEET & GREET



10:00

WELCOME TO COUNTRY AND GETTING STARTED

Welcome from TasNetworks
Connecting and working together

11:15

BREAK – 20 MINS

Our panel journey explained
Understanding the task

12:30

LUNCH BREAK / EXHIBITION SPACE

Critical thinking

2:20

RESET BREAK – 10 MINS

TasNetwork Guest Speaker
Reflections and next steps

5:00

CLOSE

80-minute break



WORKING WELL TOGETHER



**Stay present
Take breaks if
you need**



**Remember everyone
thinks & feels differently
about this**



**I'm ok & well
enough to be
here**



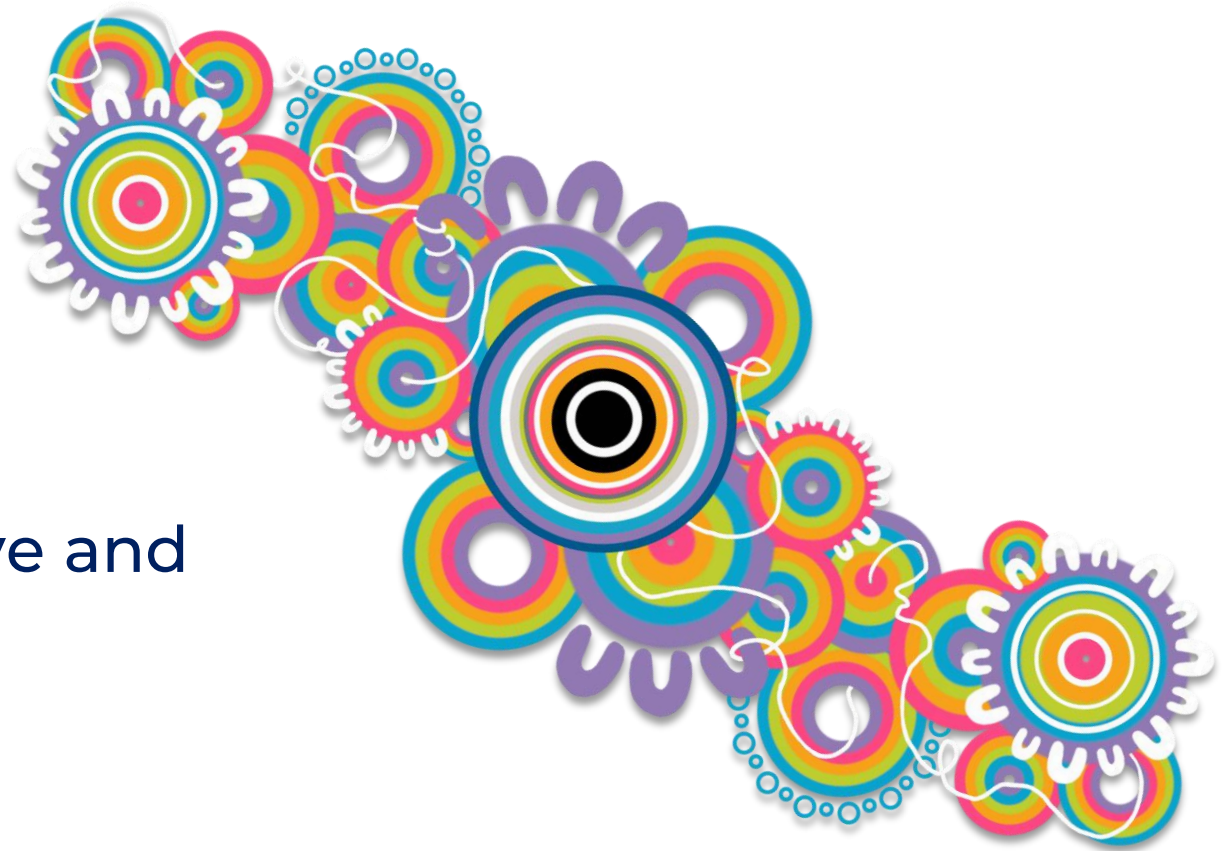
**Be kind &
supportive – it's
new for everyone!**

CONNECTING AS A COMMUNITY

We respect each person's perspective and background.

We invite everyone to:

- use clear, value-free, open and respectful communication
- value all contributions
- engage in a two-way dialogue and share our knowledge.



PHOTOGRAPHS & VIDEOGRAPHY



AMY BROWN
PHOTOGRAPHER



RYAN FARRINGTON
VIDEOGRAPHER

**WE ARE LOOKING
FOR PEOPLE TO
PARTICIPATE IN**

**A QUICK
VOX-POP VIDEO
INTERVIEW**

SHARE YOUR EXPERIENCE:

WHY DID YOU SAY YES?

WHAT DID WE DO TODAY?

*WHAT ARE YOU CURIOUS
ABOUT?*



INTRODUCING OUR HOSTS & OBSERVERS



- » **Sean Mc Goldrick - CEO**
- » **Louise Baring - Head of Community, Stakeholder and Communications**
- » **Marthinus Le Roux - Head of Regulation**
- » **Andrew Davis - Executive Customer, Strategy and Digital**
- » **Alli Winter - Leader Strategic Engagement**
- » **Alex Poate - Stakeholder and customer engagement specialist**
- » **Sophie Rowlands - Stakeholder and customer engagement specialist**
- » **Michael Westenberg - Executive Finance and Regulation**
- » **Joy Peach - Interested Individual**

OBSERVERS

Observers are people from the **hosting organisation**, or an **external organisation**, here to **view the process**

Observers may **attend open panel sections** only

They are expected to adhere to the **Observer Guidelines**

They **do not interact** with the panel - they are observing the process



OBSERVER GUIDELINES

The group will have sessions that are open and others that are closed, much like a criminal jury process. Observers are welcome during the open sessions and will be asked to leave for closed sessions. The following 'code of conduct' guides how observers are to behave in the room. Please follow these guidelines to help make this process successful for everyone.

- observers are invited to attend at the times specified for the open sessions and are expected to stay until there is a break. People coming and going is surprisingly disruptive
- observers are asked to refrain from interacting with the group members. If observers have any comments or questions to the group, they can place these on the assigned 'observer board'. The group will review these when they can. We cannot promise that observer comments will be directly observed or used by the group members
- observers are asked to refrain from forecasting any results before they are finalised by the group. Nothing is a final recommendation until the end of the final day and even what may appear as a recommendation early in the process will often change throughout the discussions
- the members ultimately have control, and the facilitators will respond to their requests regarding observers. For example, the group members may decide to close a previously open session, and if they do so observers will be asked to leave
- observers are asked to be understanding that the agenda and timings are not exact. If the group members want to continue a discussion, then we will let that happen, as they own the process
- observer seating is limited, therefore attendance will be restricted in each open session. This will be done based on registrations and then on a 'first come first served' basis
- we will advise the group members of who is in the room at the start of each open session. If observers have a formal interest in proceedings (interest group, government role and community group) they are asked to declare this so it can be shared with the group members. To facilitate this, observers are asked to sign-in and identify if they are from a particular interest group
- official video recording and photography may be occurring and by attending observers need to understand you may end up in images used to explain the process
- observers are not allowed to make audio or video recordings or take photos whilst observing the process unless agreed by the participants
- all observers are asked to maintain a standard of behaviour that does not disrupt the work of the group members. In particular, observers are asked not to engage in conversations with each other or with group members, nor make phone calls whilst sitting in the observation area
- Group members will be exploring issues, asking questions and forming opinions. These may change over the two days. We request observers to respect the privacy of individuals and encourage them to listen to the dialogue and issues as they emerge without pre-empting conclusions based on the observation of a single session
- any posts to social media are considered published public comment, so observers are asked to be polite and respectful of others and their opinions

INTRODUCING...

MIKEY

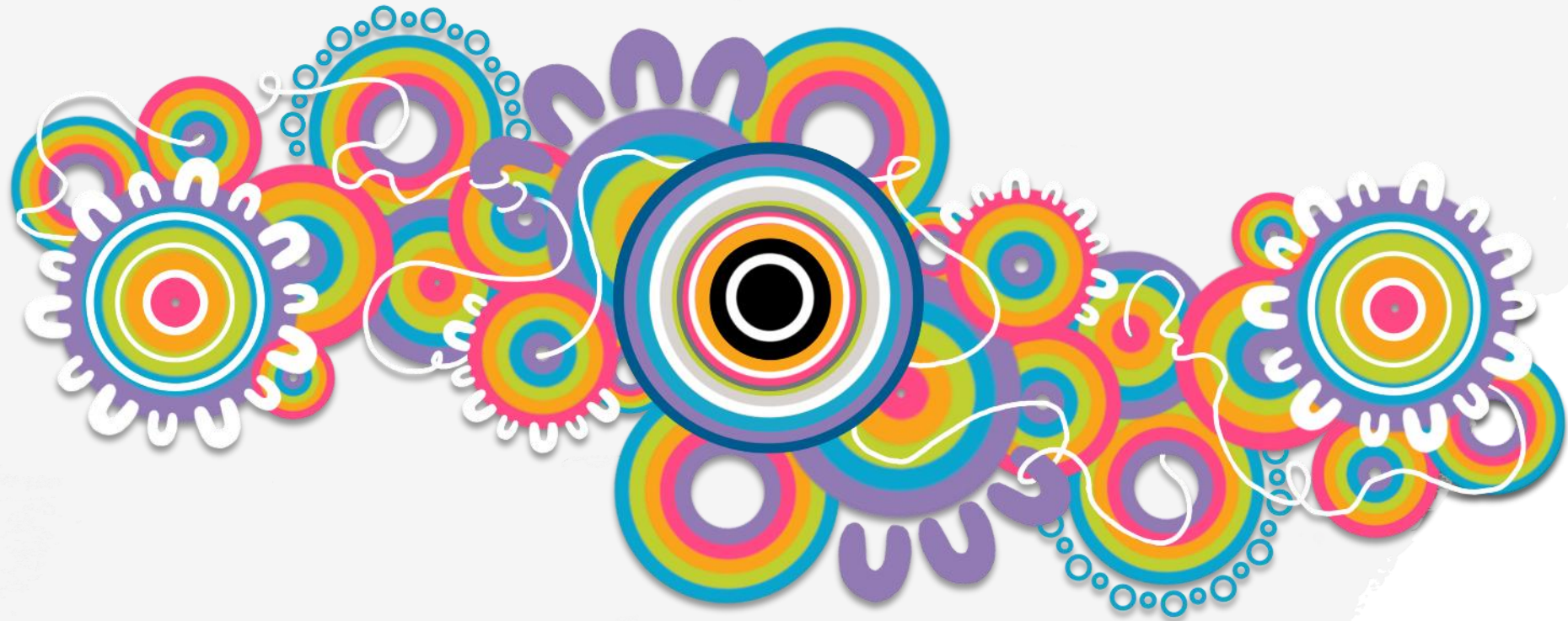


CATCHY

THINGS TO REMEMBER...

- **SHARE THE SPEAKING TIME**
- **MAKE SURE WE TALK CLEARLY INTO THE MIC**
- **CATCH THE PERSONS ATTENTION YOU THROW TO!**
- **GIVE IT A HUG, THEY LIKE HUGS!**

LET'S CONNECT



**TURN TO YOUR
NEIGHBOUR**

**WHY DID YOU SAY YES
TO BEING ON THE
PANEL?**





WHO'S IN THE ROOM

**LET'S FIND
OUT ABOUT
WHO IS WITH
US TODAY**

IMAGINE A MAP OF TASMANIA

**PLACE YOURSELF WHERE YOU
LIVE**

AROUND THE ROOM



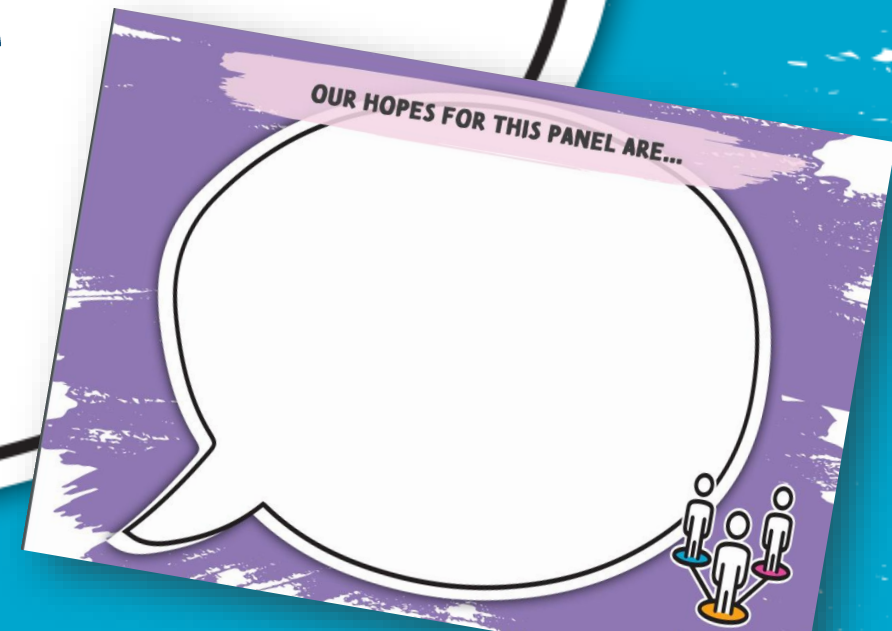
AND FINALLY IN A CIRCLE....

**HOW MUCH INVOLVEMENT
HAVE YOU HAD IN THIS
TYPE OF ENGAGEMENT
BEFORE?**



IN A GROUP OF 3 OR 4

**WHAT ARE YOUR
HOPES FOR OUR WORK
TOGETHER?**



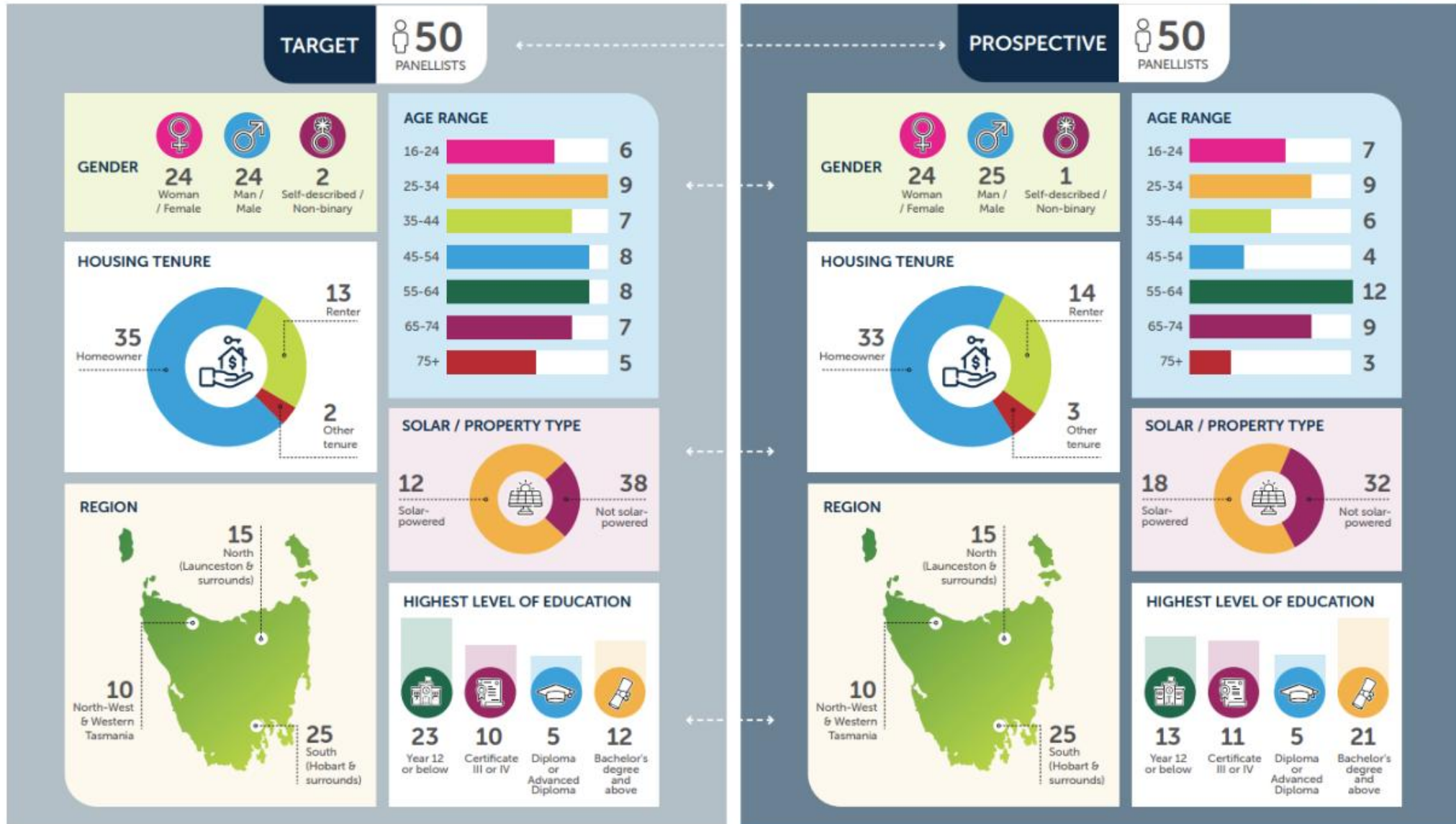
WORKING AND THINKING TOGETHER

SUPPORTING OUR
COLLABORATIONS





YOUR FIRST LOOK



WHAT ARE SOCIAL STYLES?

- We all have different **social preferences** and communication styles
- These contribute to **group dynamics**
- We use social styles to help uncover the **dominant preferences** for communication in the group
- It is not an exact science, more a *conversation starter* to **help us work together**



You are likely to have done similar models before...

SOCIAL STYLES

Let us begin with
two questions...

SOCIAL STYLES

When it comes to
communicating
do you prefer to
TELL or **ASK**?

SOCIAL STYLES

When it comes to
communicating
do **you prefer** to
tell or **ask**?

SOCIAL STYLES



» Move to one side/corner... no sitting in the middle!

Tell



Ask

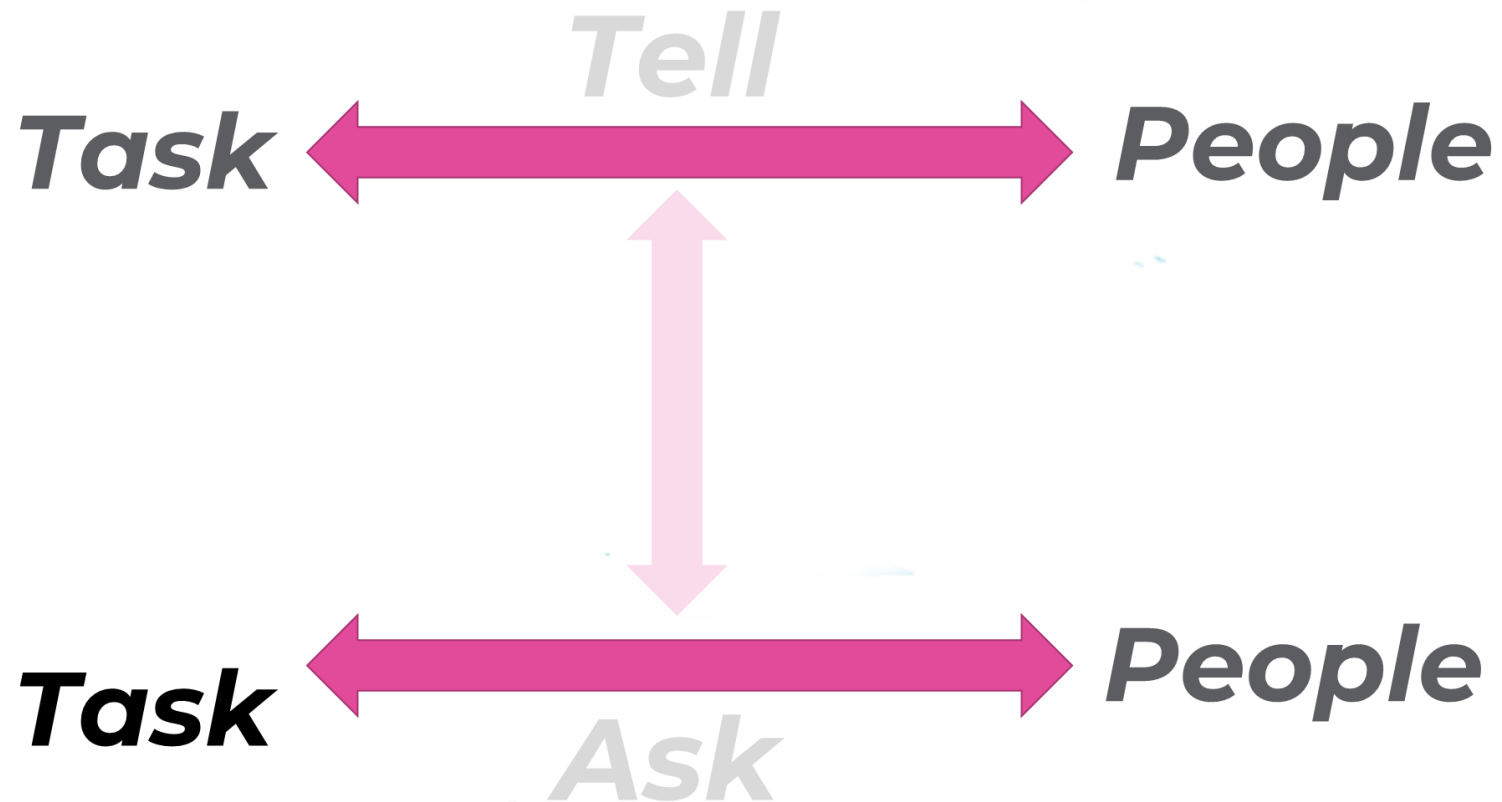
SOCIAL STYLES

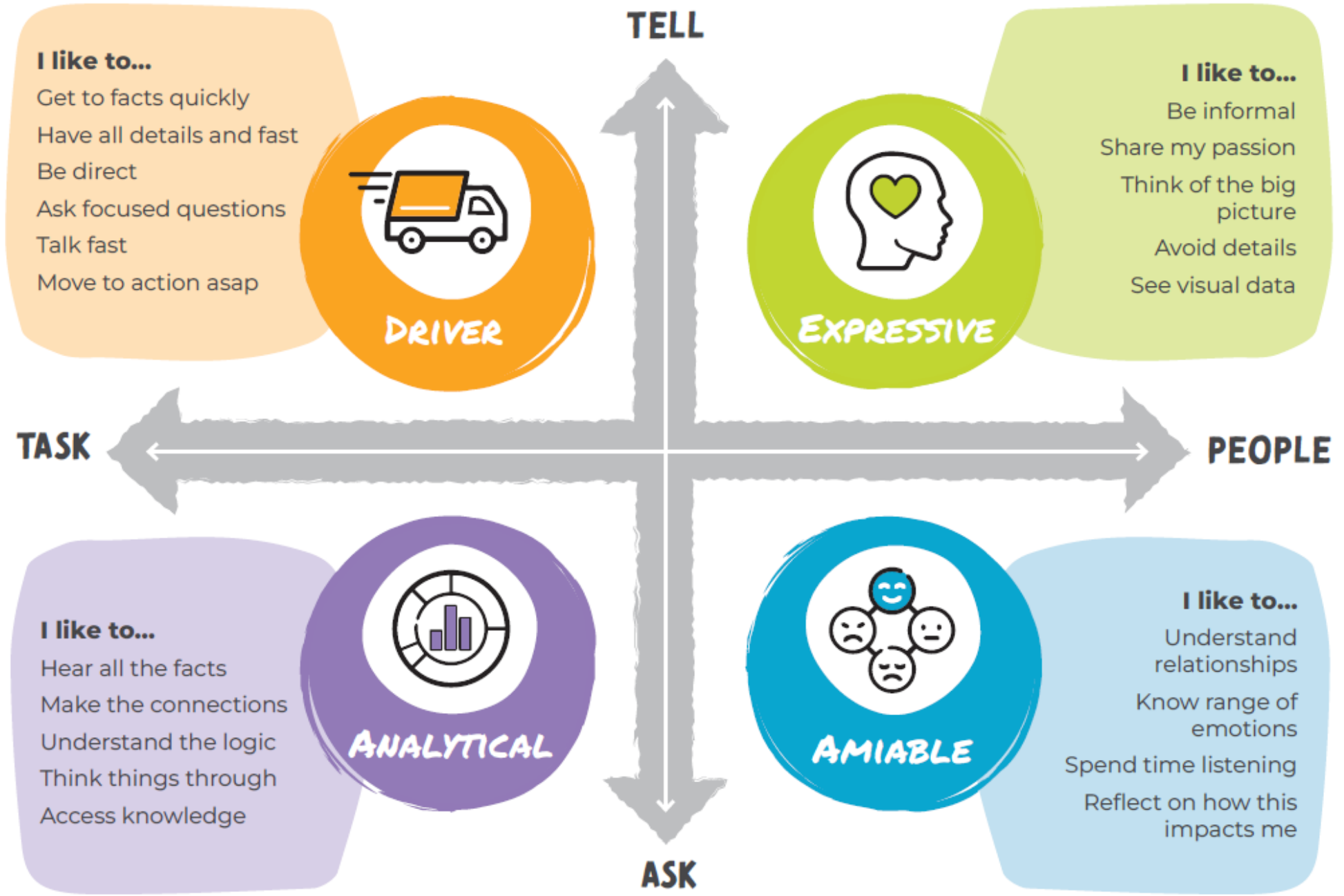
When it comes to communicating are you more interested in the **task** or **people**?

SOCIAL STYLES



» Move to one side/corner... no sitting in the middle!





DISCUSS IN YOUR PAIR/TRIO...


**WHAT DO YOU NOTICE ABOUT
YOUR OWN STYLE AND HOW
YOU WORK WITH OTHERS?**




OUR SOCIAL STYLES & BRAIN BIASESES

OUR COMMON BRAIN SHORTCUTS!


BLIND-SPOT BIAS
Failing to recognise your own cognitive biases is a bias in itself. People notice biases much more in others than in themselves.




CONFIRMATION BIAS
We tend to listen only to information that confirms our **preconceptions** - Otherwise known as **'group think'**. This is also true for believing things more from those people we most closely relate to. This can therefore lead to **stereotyping**.




ANCHORING BIAS
Being **overly reliant** on the first and last pieces of information you hear or see. Example: the first thing you hear at the start of a presentation and the last person you hear in a day will create a lasting memory - Be mindful of these.




INFORMATION BIAS
The tendency to **seek information even when it will not affect action**. More information is not always better. With less information, people can often make more accurate predictions.



AUTHORITY OR ANTI-AUTHORITY BIAS
A tendency to give greater weight or importance to the opinion of an authority figure or organisation and therefore be more influenced by them. The flip side is a 'blanket' opposition to authority, disregarding their knowledge.



BANDWAGON AFFECT
The probability of one person adopting a belief increases based on the number of people who hold that belief. This is a powerful form of **groupthink** and is one reason why meetings are often unproductive.



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IN YOUR GROUP OF 4...

HOW CAN YOU 'FLEX' WHEN
WORKING WITH OTHERS TO
SUPPORT US BEING OUR
BEST SELVES?



OUR WORKING AGREEMENTS





INSTRUCTIONS

MAKE A GROUP OF 4:

- » Have a conversation about **how we will work best together**
- » Discuss and agree **one idea**
- » Write clearly
- » You have 10min – **watch the time**

OUR WORKING AGREEMENTS mosaic LAB

What matters to us...
A short title or 2-3 key words

We will...
A description of how this looks in practice (what we'll do or how we'll behave)

We'll support each other by...
The actions we'll take to work to our agreements and how we'll support each other when this is not happening

ADD YOUR IDEA





**TIME FOR
A BREAK**

**back at
11:50am**

A low-angle shot of a roller coaster track against a sunset sky. The track features several loops and drops, with the sun setting in the background, creating a warm orange and yellow glow. The sky transitions from a deep blue at the top to a lighter blue near the horizon. The roller coaster track is dark, and the support beams are visible. The overall mood is adventurous and exciting.

PANEL ROADMAP

OUR JOURNEY + WHAT'S AHEAD

DELIBERATION PRINCIPLES



INFLUENTIAL



CLEAR REMIT



DELIBERATIVE



INCLUSIVE



REPRESENTATIVE



**BLANK PAGE
REPORT**



INFORMATIVE



TRANSPARENT

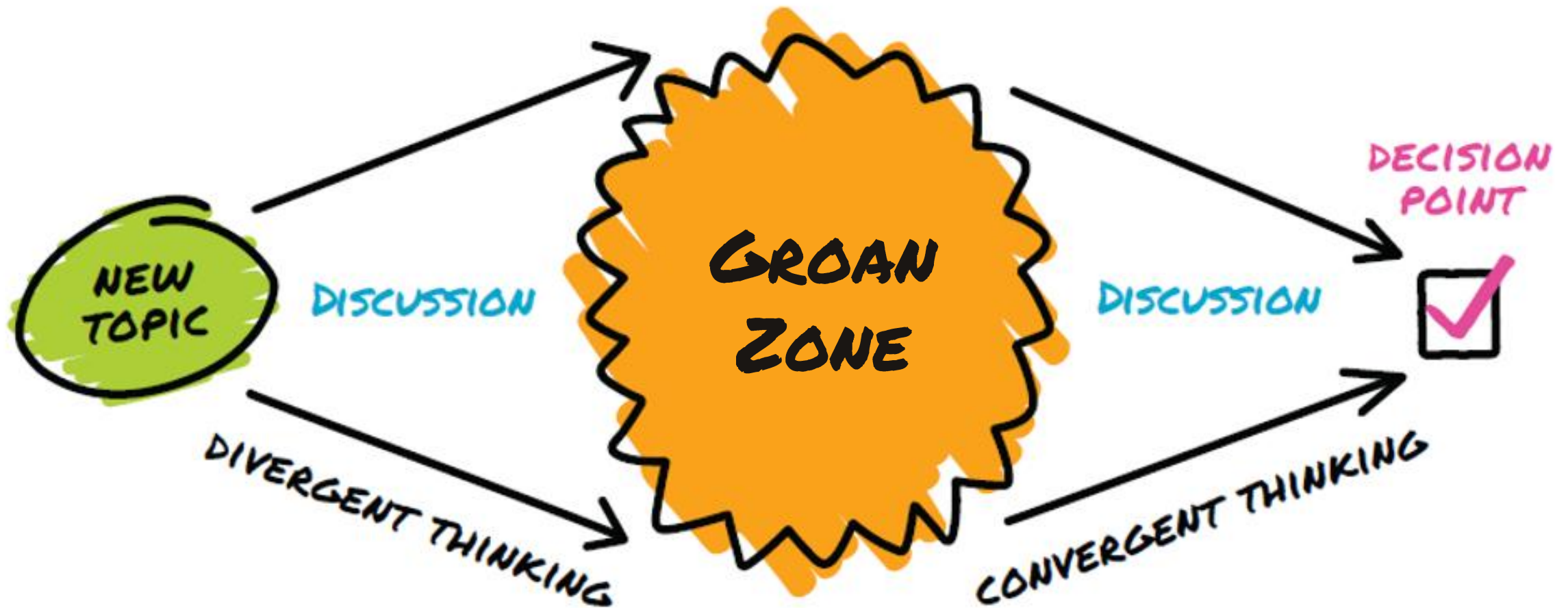


TIME



**INDEPENDENT
FACILITATION**

WORKING AND COMING TO AGREEMENT AS A GROUP



COMING TO DECISIONS AS A GROUP

- CONSENSUS/UNANIMOUS AGREEMENT**
(where possible)
- 80% RULE**
(super majority)
- MINORITY REPORTS**
(if any)

OUR PROMISE

Engagement Vision

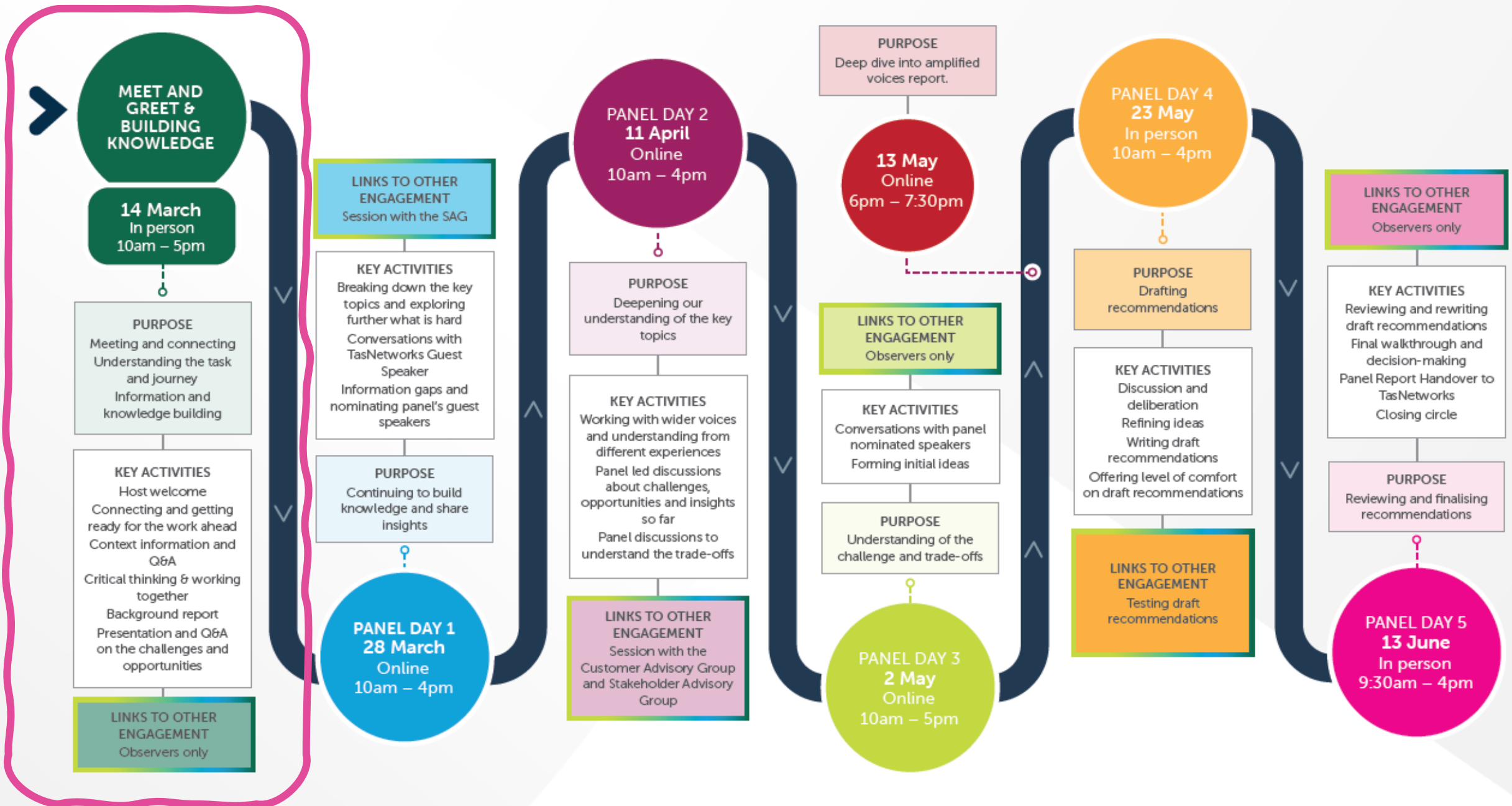
For our customers and stakeholders to genuinely shape our decision making.

We Promise to...

- Provide factual and easy to understand information to help build your knowledge
- Follow up and be accountable for what we say we will do
- Document, record and share all inputs back with you and make sure reports are shared publicly
- Be available to support your questions and respond to your ideas so that they progress throughout the engagement process
- Hear about your lived experience and acknowledge how your insights help shape our Regulatory Reset Proposal
- Create opportunities for your ideas, concerns and priorities to influence deliberations with the People's Panel
- Base the TasNetworks Regulatory Reset Proposal on your ideas, priorities and recommendations to the maximum extent possible
- Identify where we can't incorporate a recommendation and clearly explain why.
- Work to understand your ideas, concerns and priorities and reflect them in our decisions
- Provide transparent, regular progress updates during finalisation of our decisions.



TasNetwork's People's panel journey map



What is the engagement focus (remit)

Our networks and customers are evolving at a pace not seen since the invention of electricity. The way we invest in our network affects every household and business. Together, we need to decide what matters most as we plan for Tasmania's energy future.

How can we deliver safe and sustainable electricity for all Tasmanians into the future?



THE REMIT

*Our core focus
throughout the
deliberation*

**HELPING
YOU WITH
THE TASK
AHEAD**

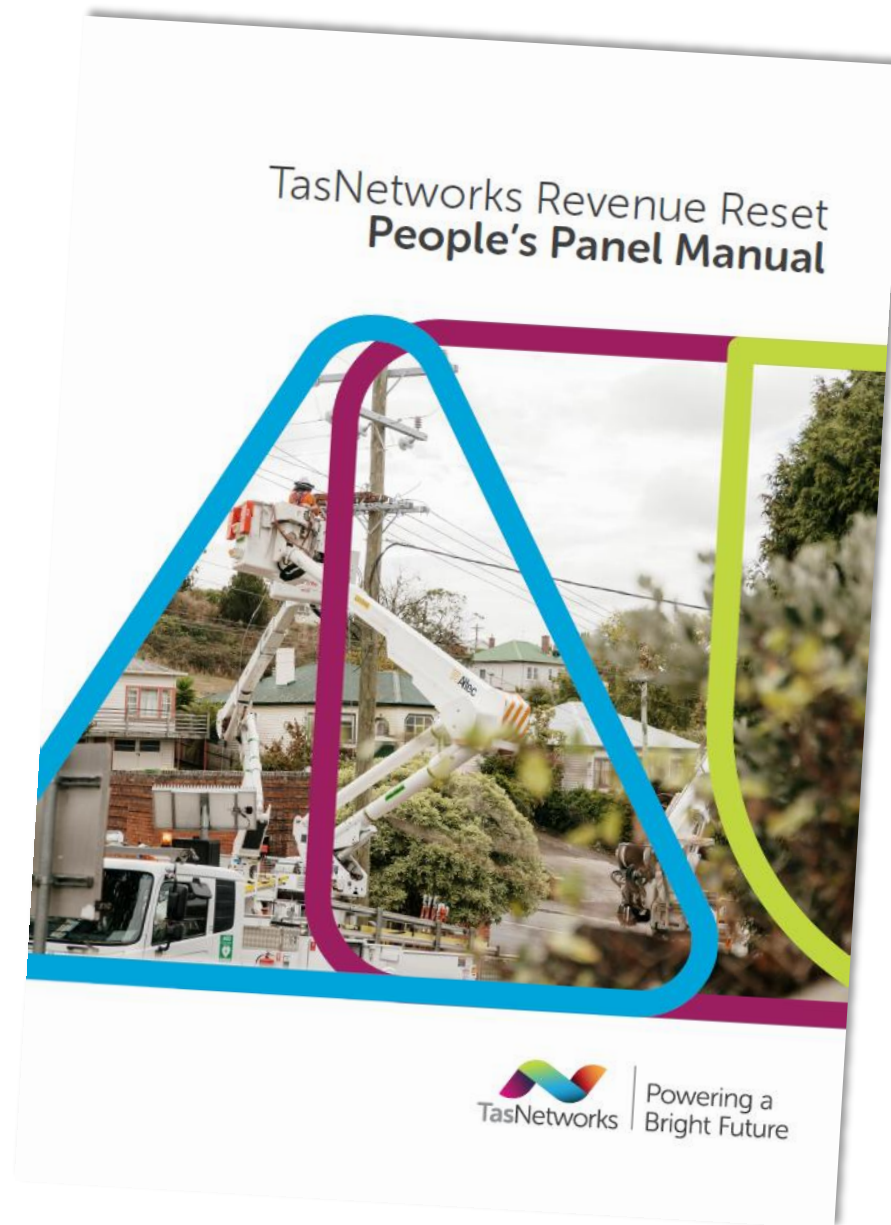


Information to support the panel

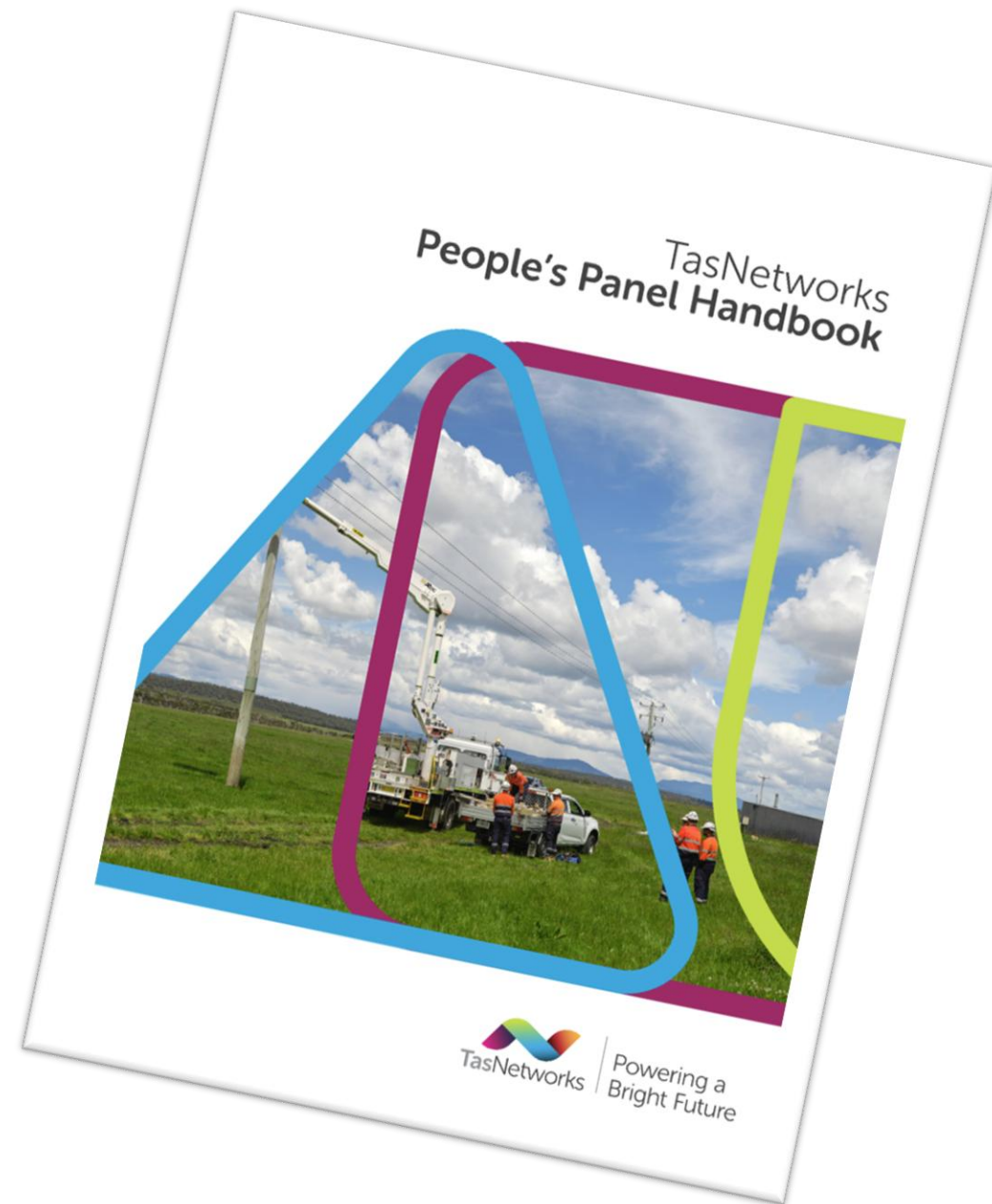
Louise Baring
Head of Community,
Stakeholder and Communications



People's Panel Manual



People's Panel Handbook



TasNetworks People's Panel



Home / People's Panel

People's Panel

The TasNetworks People's Panel has been established to give our customers and community a say about how we deliver safe and sustainable electricity to Tasmanians into the future.

TasNetworks delivers power to homes and businesses across Tasmania through the poles and wires you see in streets and across communities. Keeping this network running safely, reliably and ready for the future requires long-term planning and investment that is shaped by the views of the customers and communities we serve.

The People's Panel brings together 50 Tasmanian electricity customers to learn more about the electricity networks, explore key issues and provide recommendations that will support the development of our 2029-34 Regulatory Proposal.

Through this deliberative process, panel members will work through complex topics, including the trade-offs between reliability, investment and affordability.

The panel will meet five times over three months to learn about the network, explore the challenges and discuss the choices we need to make. Their recommendations will help inform our 2029-34 Regulatory Proposal and guide decisions that affect households and communities across Tasmania.



People's Panel Hub (Members only)

Live Projects

[Welcome to the TasNetworks People's Panel Engagement Hub](#)

Who's Listening

TasNetworks

Strategic Engagement Team

Email engage@tasnetworks.com.au

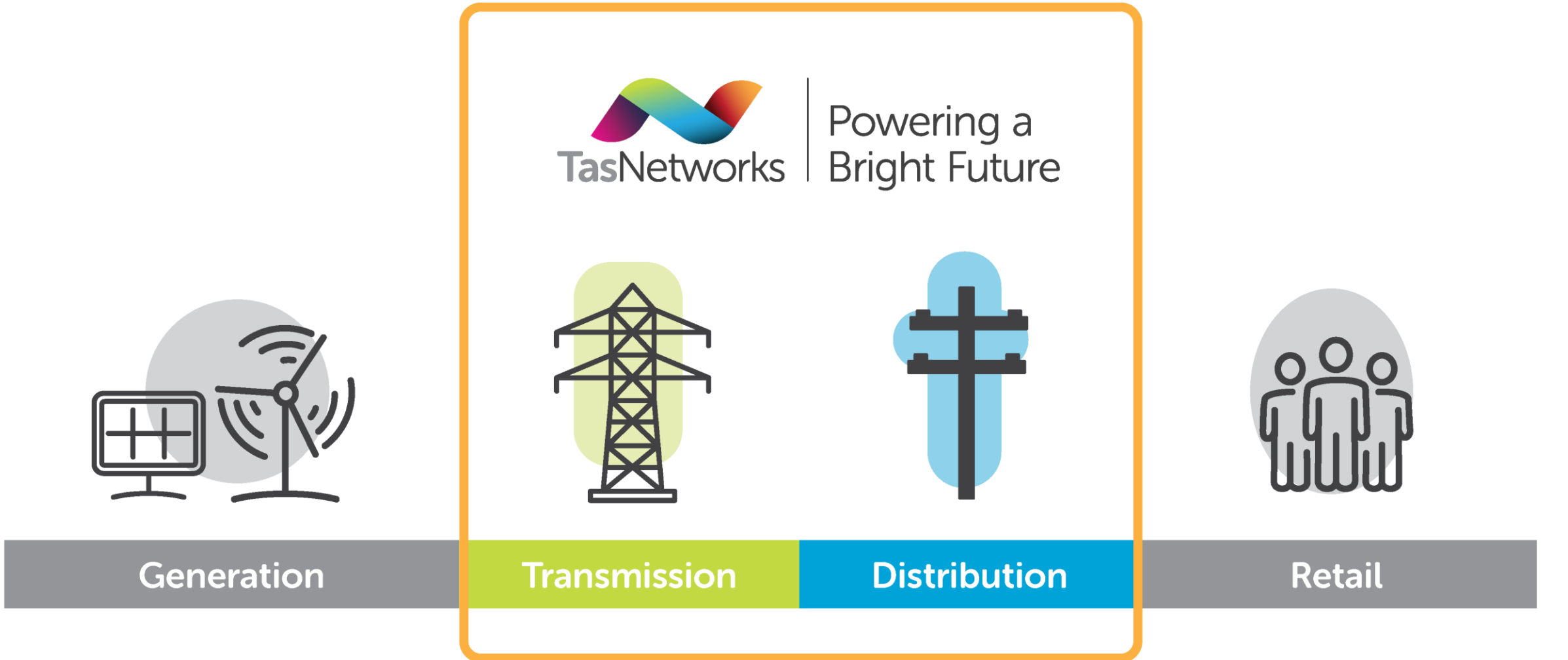


Sean Mc Goldrick

TasNetworks CEO

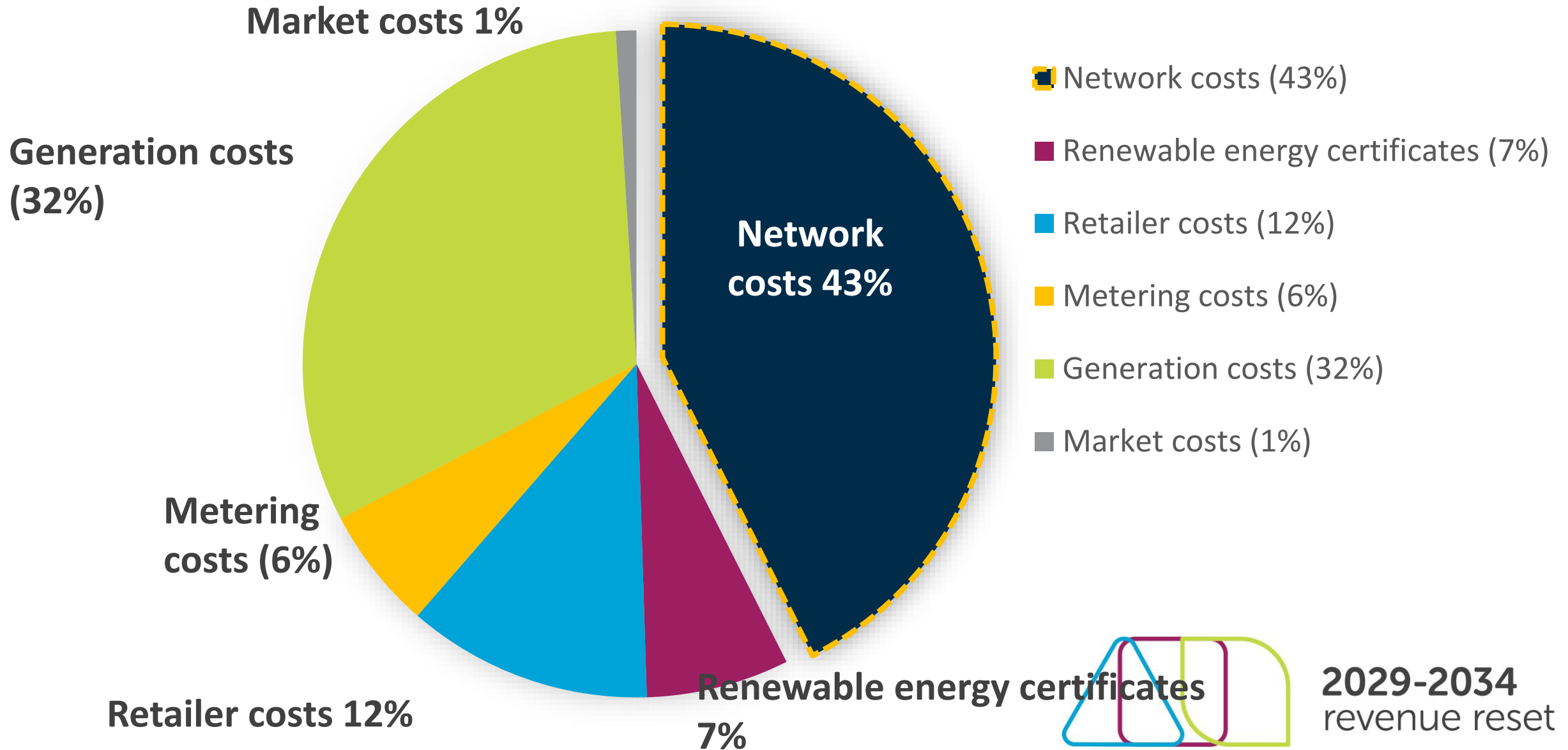


What we do



2029-2034
revenue reset

Your electricity bill breakdown





What is a revenue reset?



Every five years, TasNetworks must submit Revenue Proposals to the Australian Energy Regulator



The Proposals outline the:

- services that will be offered
- costs that are likely to be incurred
- prices proposed to be charged to customers during the five-year regulatory period



The next regulatory period is 01 July 2029 to 30 June 2034

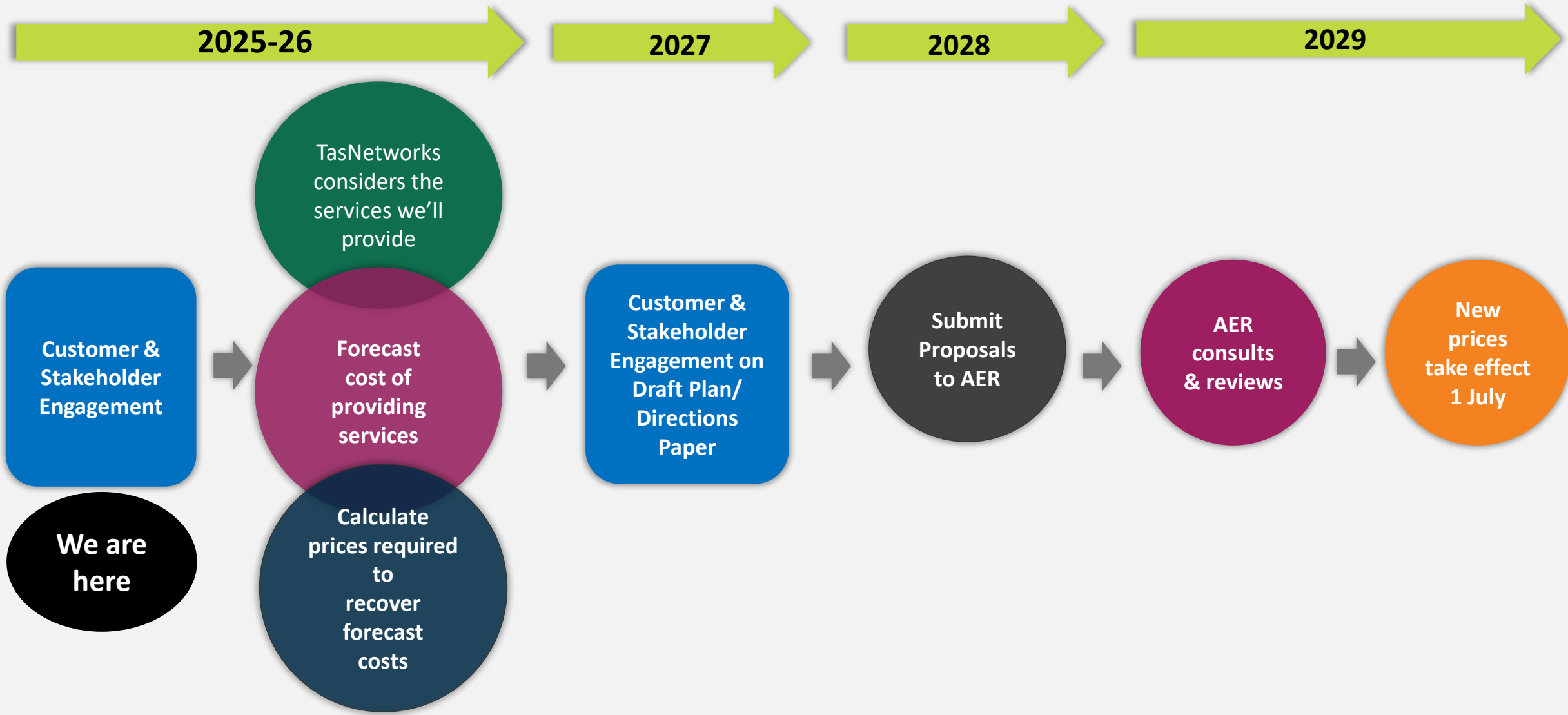


Following submission of the Revenue Proposals, the AER decides how much revenue TasNetworks can recover from customers



2029-2034
revenue reset

Revenue reset process + timing



Delivering energy services is becoming more complex as Tasmania's energy landscape evolves.



Climate change, ageing assets, and the integration of new technologies are transforming how and when electricity is used.



Our challenge

How can we deliver safe and sustainable electricity for all Tasmanians into the future?

Role of the People's Panel



Share your views and lived experience.

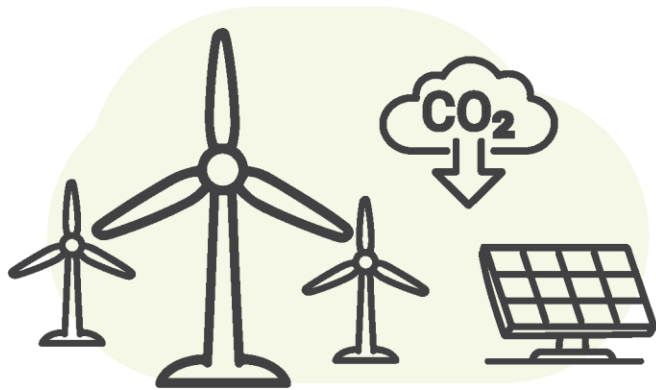


Play a key role in shaping the development of our 2029-34 Revenue Proposal.



2029-2034
revenue reset

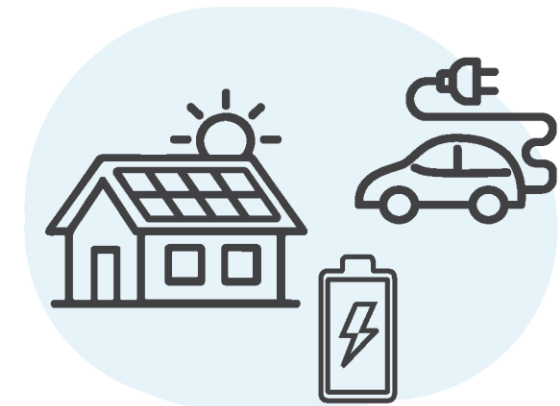
Big changes in the electricity industry



Decarbonisation

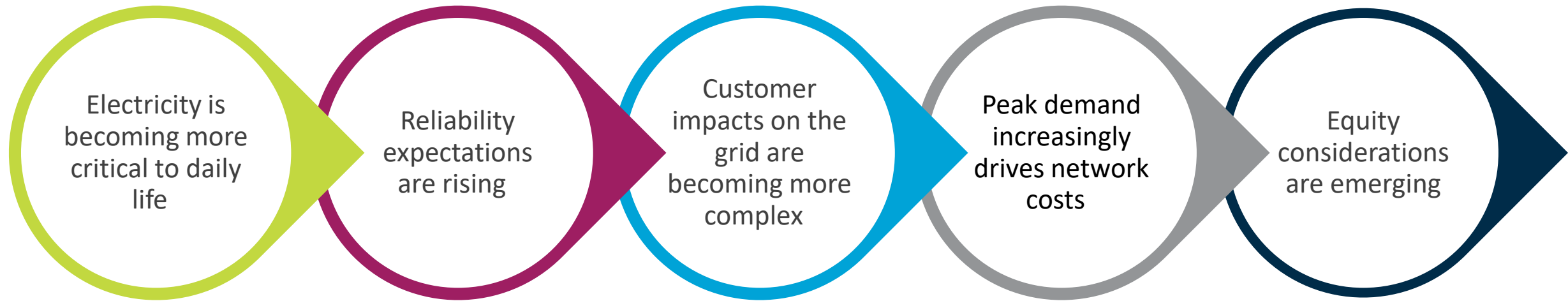


Digitalisation



Decentralisation

Several themes are occurring



2029-2034
revenue reset



INSTRUCTION

- » Turn to your neighbours (3s) and discuss what you have just heard
- » What **ONE** *question* do you have for the TasNetworks?
- » Write clearly please 😊

QUESTIONS FOR CLARITY

mosaic
LAB

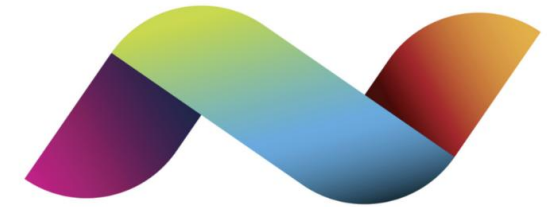
One
question we
have is...





A FIRESIDE CHAT WITH COUNCIL

RESPONDING TO YOUR QUESTIONS



TasNetworks



LUNCH & EXHIBITION

We will split in 2:

**Group 1 – exhibit
then lunch**

**Group 2 – lunch
then exhibit**

**EVERYONE BACK
AT 2:00PM**

CRITICAL THINKING

*HOW DO WE WEIGH UP
THE IDEAS AND ISSUES?*



REASONING AND BIASES – COMMON BRAIN SHORTCUTS

BLIND-SPOT BIAS

Failing to recognise your own cognitive biases is a bias in itself. People notice biases much more in others than in themselves.



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BANDWAGON AFFECT

The probability of one person adopting a belief increases based on the number of people who hold that belief. This is a powerful form of **groupthink** and is one reason why meetings are often unproductive.



'SLOW' THINKING, OR CRITICAL THINKING



CRITICAL THINKING



WHAT WILL BE
CHALLENGING FOR
YOU ABOUT
THINKING
CRITICALLY?

WHAT WILL BE
EASY FOR YOU
ABOUT THINKING
CRITICALLY?

CRITICAL THINKING

CLARITY



When a statement is vague or fuzzy we can't tell if it's accurate or relevant.

We should ask for clarification:
Can you elaborate?
Can you give me an example?

DEPTH



Statements lack depth when they fail to deal with the complexities of the issue.

Ask: Does that address the complexity of this issue/problem?

LOGIC



When the combination of thoughts is mutually supporting and makes sense in combination, the thinking is logical.

Ask: How is it possible to be both X and Y? Isn't there a contradiction there?

ACCURACY



A statement can be clear but inaccurate.

Check for accuracy:
Is that really true? How can we verify that?

BREADTH



An argument that considers only one viewpoint but ignores other perspectives lacks breadth.

Ask: What other points of view might we be missing?

RELEVANCE



A statement can be clear, accurate, precise but irrelevant to the issue.

Ask: How is that related to this issue?



INSTRUCTIONS



IN SMALL GROUPS

- » Discuss **one** style with your group
- » What **key questions** can we ask our **speakers** or **each other** that relate to a **critical thinking style**?
- » Come up with 1 or 2 more



How can we deliver safe and sustainable electricity for all Tasmanians into the future?

Everyone can add Brainstorming collaboratively

LOGIC :

+


Is that really true? How can we verify that?

Click on the + and add your question

DEPTH :

+

What related to this issue?



RELEVANCE :

+


What points of view might we be missing?



BREATH :

+


Does that address the complexity of this issue/problem?



ACCURACY :

+


Can you elaborate? Can you give me an example?



CLARITY :

+

How is it possible to be both x and y? Isn't there a contradiction there?



**We use GroupMap to
collaborate today**

Get your phone and QR code

OR

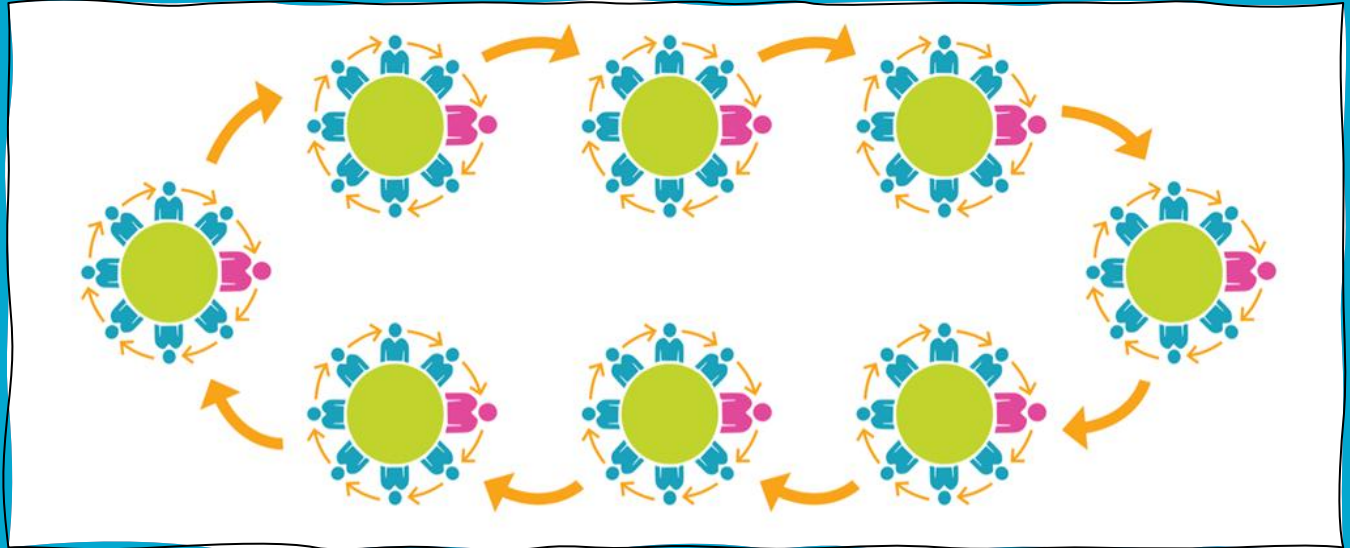
Type into new tab:

www.join.groupmap.com

CODE: 182-36A-D4A



SPEED DIALOGUE WITH OUR GUEST SPEAKERS



Introducing our speakers



Seán Mc Goldrick
CEO



Jessica Rae
Head of Strategy



Sandra Thaow
Revenue Reset Leader



Hayley Sheppard
Head of Digital



Lisa Post
Head of Customer
Services



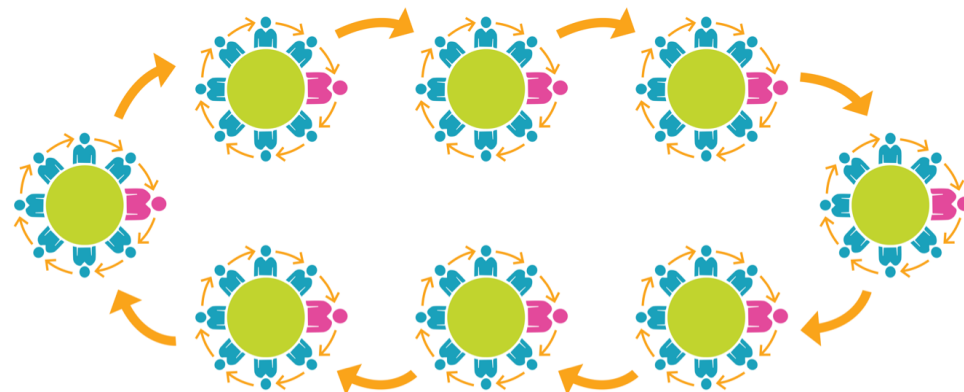
Brad Walker
Head of Operations
Delivery



Josh Cunningham
Head of Asset
Management



SPEED DIALOGUE – SNAPSHOT!



7

SPEAKERS

7

GROUPS

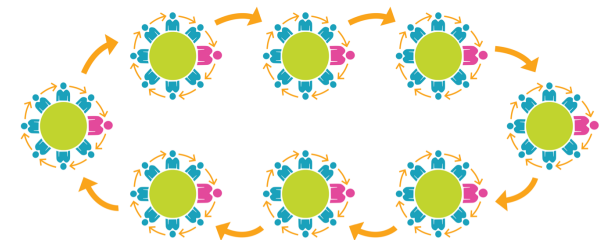
12

**MINS
PER ROUND**



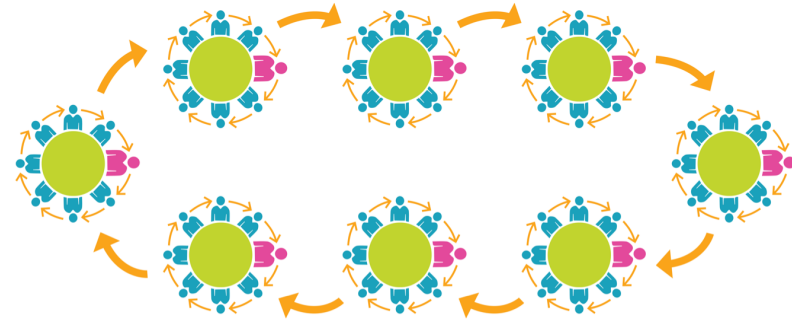
SPEED DIALOGUE – HOW IT WORKS

- » 12 minutes with each speaker
- » Capture key points on A3 speaker insights card
- » Speakers will start then open for conversation
- » Panel members - take turns (*use your critical thinking questions!*)
- » music when 60 seconds left
- » panel members stay put





NOTE-TAKING TIPS



SPEED DIALOGUE INSIGHTS

mosaic LAB

SPEAKER NAME: _____

TOPIC: _____

Capture your group's top insights here...

- » **Panel members take notes – write clearly!**
- » **Speakers will carry the clipboard**
- » **Share the scribing role in your group - swap each round**
- » **Take notes like a detective - these notes will help everyone moving forward**



WELCOME!

HELLO!



REGULATORY DETERMINATION 2029-34
TASNETWORKS PEOPLE'S PANEL
MEET AND GREET
14 MARCH 2026

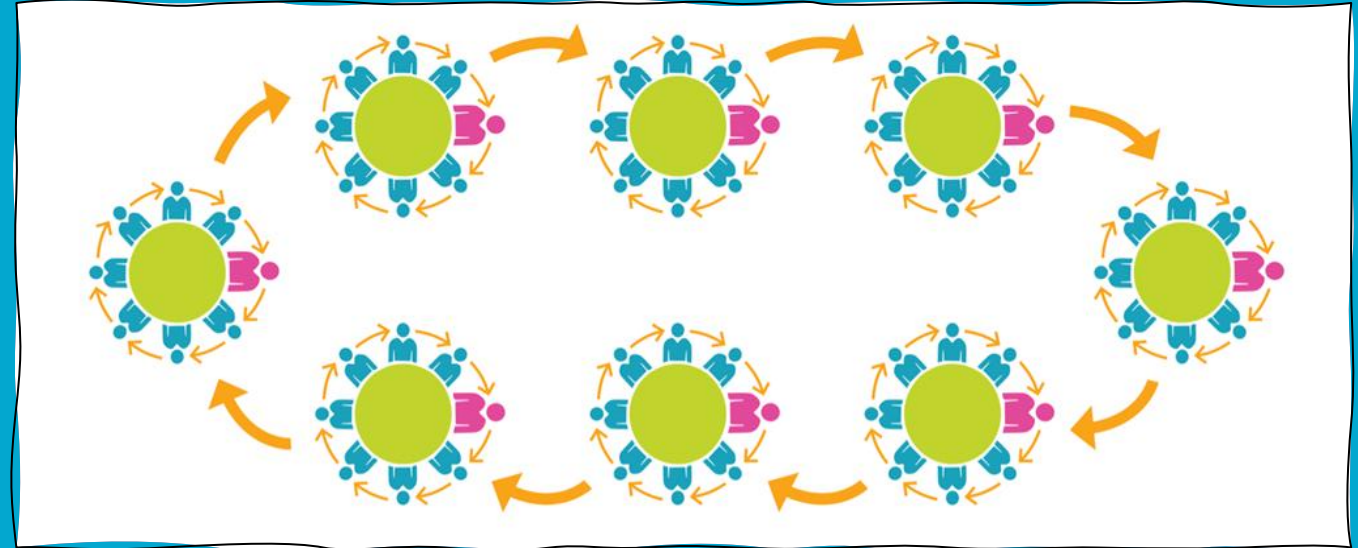
HALF TIME
STRETCH &
SHAKE IT OFF

BACK AT
3.55PM



**SPEED
DIALOGUE
WITH OUR
GUEST
SPEAKERS**

**2ND
HALF**





WELL DONE

TAKE A MOMENT

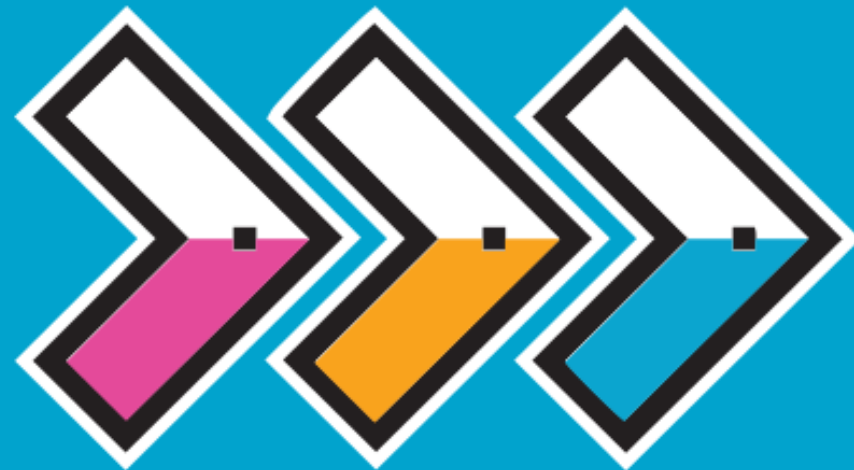
PANEL MEMBERS – HOW HAVE
THE SPEAKERS HELPED US
WITH OUR REMIT

SPEAKERS – YOUR FINAL
REFLECTION TO THE PANEL



**ROUND OF
APPLAUSE FOR
OUR SPEAKERS!**

REMINDERS AND NEXT STEPS





WHAT NEXT...

- ❑ Online tech session
- ❑ MIT research
- ❑ Payment forms
- ❑ Outputs from today

READY TO LEAP INTO THE TASK AHEAD?

- Getting connected as a diverse group
- Explored our social styles
- Set up our working agreements
- Getting clearer about context and our role
- Thinking critically and combating our bias
- Played on a truck, reviewed exhibition
- Met a stack of leaders from TasNetworks
- Gathered our thoughts from our speed dialogue
- Ate 631 sandwiches (fact check???)

TURN TO THE PERSON BESIDE YOU....

**HOW COMFORTABLE
ARE YOU WITH THE
TASK AHEAD?**





GROUP PHOTO!

If you have not given your consent for us to photograph you, please step away.



WE'LL SEE YOU AGAIN!

**SEE YOU
ONLINE**

**TRAVEL
SAFE**

DAY 1

Date: Saturday 28th March

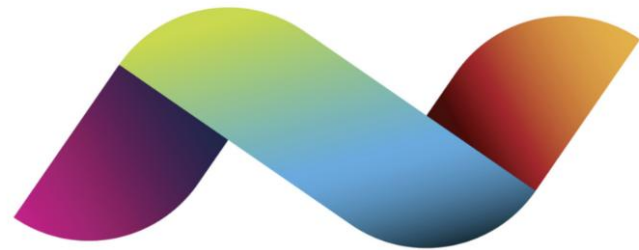
Location: Online (zoom link will be send via email)

Time: 9:45am for a 10am start



PSSST...SNEAK PEAK AT DAY 1

- **DIVE INTO THE BACKGROUND REPORT AND HEAR MORE ABOUT THE CHALLENGES**
- **GATHER INSIGHTS AND DISCOVER OUR INFORMATION GAPS**



TasNetworks

THANK YOU