



# Community Impact Report 2024

Publish date: March 2025



Dampier Bunbury  
Pipeline



Multinet  
Gas Networks



Australian  
Gas Networks

# Australian Gas Infrastructure Group (AGIG) respectfully acknowledge the Traditional Custodians of the lands upon which we live and operate, and we pay our respects to Elders past, present and emerging.

We recognise Aboriginal and Torres Strait Islander peoples' historical and ongoing connection to land and waters, and we honour their ongoing contributions to the communities we serve.

At AGIG we embrace the spirit of reconciliation, and we are committed to continuing to build meaningful relationships with Aboriginal and Torres Strait Islander peoples and communities, fostering respect and working together for a future of shared prosperity.

Through these efforts, we aim to contribute to the continued care and stewardship of the land, in partnership with the First Nations communities who have been its guardians for thousands of years.



Karen Briggs  
First Nations Artist

## Our Connection to Country

This artwork shows AGIG's connection to country with elements of hills, sky, wind and vegetation in the background along with water flowing through the landscape to represent the journey of life and renewal, as it travels across the country.

Energy travels through the networks and pipelines weaving across the country, connecting to communities across Australia.

The sun and wind are represented as part of this cycle by providing energy to the four large circles which represent the process of making renewable and carbon-neutral gas.

Karen Briggs



# Contents

About this Report	02
Message from the CEO	03
About AGIG	04
Contributions and Impact	05
Community Impact Story	06
Community Partnerships Program	07
Commitment to First Nations Community	11
Stakeholder and Community Engagement	12
Supporting Vulnerable Customers	13

This 2024 Community Impact Report is part of AGIG's Environmental, Social and Governance (ESG) reporting suite and supports the 2024 ESG Report.

The 2024 ESG reporting suite is available on the AGIG website.

The scope of this report includes AGIG (as outlined in About AGIG), it's wholly owned subsidiaries and joint ventures which it operates, unless otherwise noted. This report focuses on performance and activities from 1 January to 31 December 2024, unless otherwise noted.

This report seeks to transparently report on our initiatives, and partnerships that have most impact on the communities we serve, namely our:

- Community Partnerships Program
- Commitment to First Nations communities
- Stakeholder and community engagement
- Support of vulnerable customers

You can find more information on our ESG Strategy in our ESG Report available on our website.



### I am proud to present AGIG’s inaugural Community Impact Report.

As we reflect on our journey, this report provides an opportunity to share the meaningful work we’ve undertaken to positively impact the communities we serve, and share our aspirations to continue to create a sustainable and lasting positive impact.

This report highlights the many ways in which we’ve committed to being more than just an energy provider - we are a dedicated partner in fostering sustainable growth, supporting local initiatives, and empowering the future of our communities.

Throughout this report, you will see the tangible results of our investments and partnerships in areas such as supporting those who are vulnerable, promoting diversity, environmental sustainability, education, and supporting local communities. This report marks a milestone in our ongoing commitment to the communities we serve, and to the future we are collectively building. As we continue to grow, we will always prioritise our role as responsible stewards of the community, striving to create lasting change that benefits everyone.

I would like to extend my thanks to all our employees, partners and community members who have helped us achieve so much. Your support and collaboration are what make our work meaningful, and together, we will continue to drive progress and make a positive difference for generations to come.

Thank you for taking the time to explore this report. We look forward to what we can accomplish together in the years ahead.

Warm regards,

**Craig de Laine**  
Chief Executive Officer  
Australian Gas Infrastructure Group



Will, Rochelle, Larry, Craig, Krissy and Kelly participating in the Friends of Wariparinga re-vegetate the native plants along the Sturt River in Adelaide.

## We are AGIG, one of Australia’s largest gas infrastructure businesses.

AGIG has over two million customers across every Australian mainland state and the Northern Territory; 36,000km of distribution networks, 4,300km of gas transmission pipelines, 60PJ of gas storage capacity and small quantities of native gas production.

We own and operate two renewable hydrogen production facilities, with a further facility under construction.

### Dampier Bunbury Pipeline

DBP owns and operates Western Australia’s principal gas transmission system the Dampier to Bunbury Natural Gas Pipeline. The Australian Gas Infrastructure Developments Group (AGID) operates unregulated transmission pipelines, gas processing, storage and small quantities of native gas production in Western Australia and the Northern Territory.

### Multinet Gas Networks

MGN owns and operates gas distribution infrastructure in Victoria.

### Australian Gas Networks

AGN owns gas infrastructure (distribution and transmission pipelines) in Victoria, South Australia, Queensland, New South Wales and the Northern Territory. It also owns and operates two renewable hydrogen production facilities, Hydrogen Park South Australia and Hydrogen Park Gladstone, with a third facility, Hydrogen Park Murray Valley, under construction in Victoria.

## Our Vision

To deliver infrastructure essential to a sustainable energy future

## Our Strategic Pillars

 <p><b>Customer Focused</b></p> <ul style="list-style-type: none"> <li>Public Safety</li> <li>Customer Experience</li> <li>Cost Efficient</li> </ul>	 <p><b>A Leading Employer</b></p> <ul style="list-style-type: none"> <li>Health and Safety</li> <li>Employee Experience</li> <li>Skills Development</li> </ul>	 <p><b>Operational Excellence</b></p> <ul style="list-style-type: none"> <li>Profitable Growth</li> <li>Benchmark Performance</li> <li>Reliability</li> </ul>	 <p><b>Sustainable Communities</b></p> <ul style="list-style-type: none"> <li>Enabling Net Zero</li> <li>Environmentally Focused</li> <li>Socially Responsible</li> </ul>
---	---	--	--

## Our Values

 <p>We build <b>Trust</b></p>	 <p>We are <b>Accountable</b></p>	 <p>We <b>Care</b></p>	 <p>We are <b>One Team</b></p>
--	--	---	---

Our Contributions and Impact at a Glance



**Total community investment spend of over \$500,000**

\$210,000+ on our Flagship Partners

\$223,000+ on our Community Partners

\$65,000+ supporting our staff to support causes important to them

\$12,000+ on corporate volunteering



**Extended our Priority Services Program, supporting customers experiencing vulnerability, into Victoria**



**Ranked 12<sup>th</sup> in the 2024 Top 20 GoodCompany Awards, up from 16<sup>th</sup> in 2023**



**Employees volunteered 825.5 hours of their time in 2024, equivalent to one employee working full time for almost 6 months**



**Outreach to over 19,500 stakeholders at more than 880 community events**



**More than 120 employees volunteered at least once with around 20 different not-for-profits**

Impact of our programs – 2024 highlights

**260,000+**

**number of meals provided** to families across Australia via our Foodbank support

**44**

**Indigenous students supported** through secondary school via our partnerships with Clontarf Foundation and Girls from Oz

**2,500+**

**people experiencing homelessness provided with access to support** via our partnership with Hutt St Centre

**76**

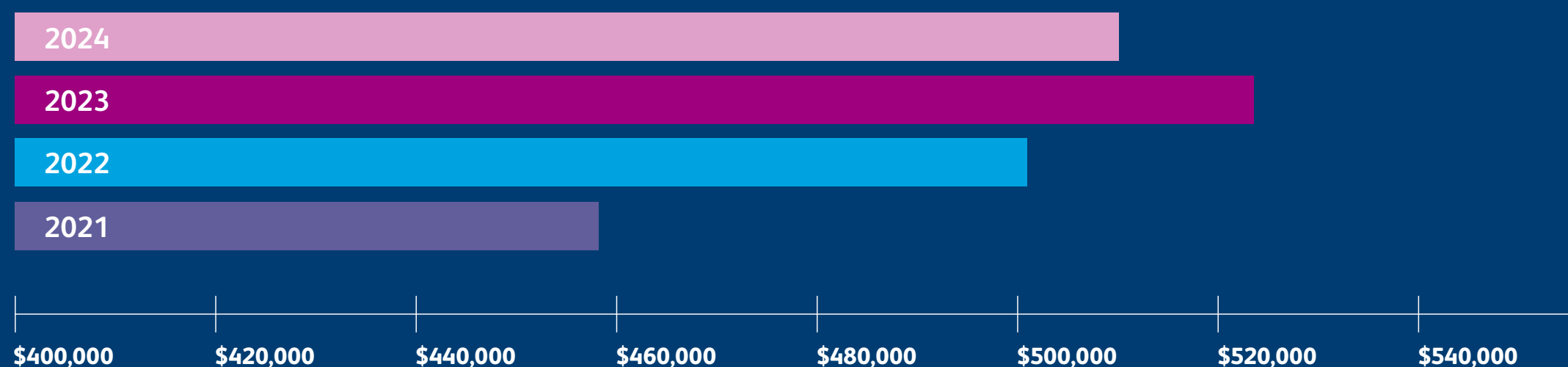
**customers supported** through our Priority Services Program in 2024

**As one of Australia’s largest gas infrastructure companies, we are committed to delivering reliable and essential energy to homes and businesses across the country. We also recognise the importance of fostering positive, long-term relationships with the communities we serve.**

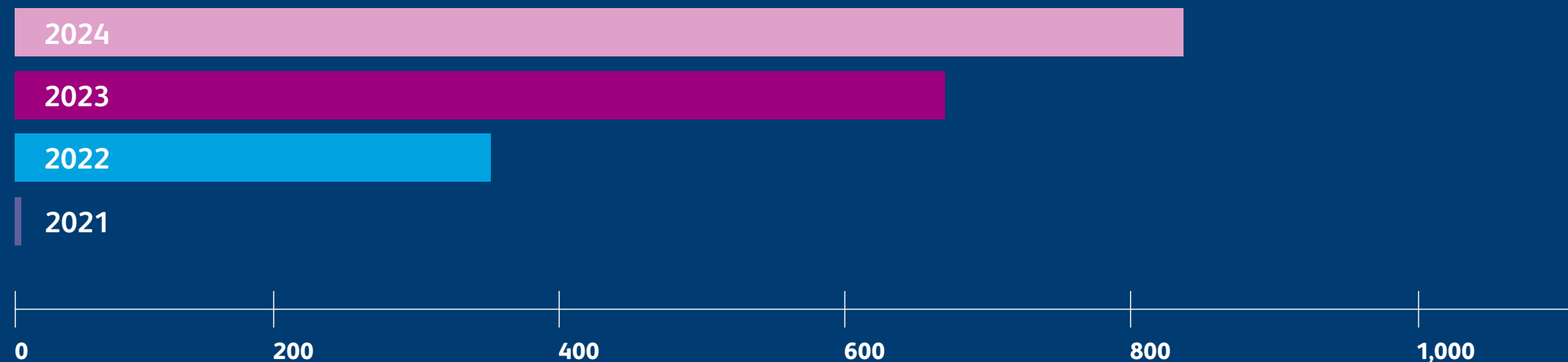
Each year, we have continued to evolve and grow our community impact. Over the past four years, we have increased our financial community investments by 8.5% and enhanced our stakeholder reach and impact by conducting more community events and engagement. Additionally, we have embedded volunteering into our company practices, more than doubling the hours of employee volunteering during this time.

Our approach to community engagement and investment is shared by our commitment to sustainability, diversity, equity and inclusion. In recent years, our focus has shifted to long-term collaborative partnerships that address areas and needs of our local communities, supplemented by strategic, targeted grants. Looking ahead, we are focused on expanding these partnerships to meet the changing needs of the communities in which we operate.

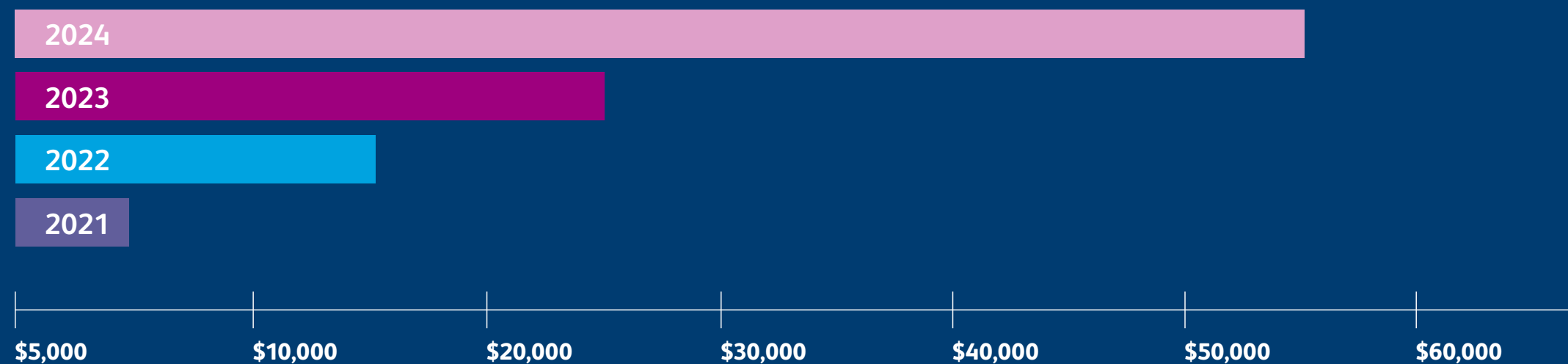
Total Community Investment



Total Employee Volunteering Hours



AGIG’s Dollar Matching Contributions



## Our Community Partnerships Program (CPP) is a key initiative that reflects our commitment to being a socially responsible business. 2024 marked the fourth year of our CPP.

Since its inception, we have expanded our approach to include multi-year Flagship Partnerships, 12-month targeted Community Partnerships, and selected community investments. This approach ensures our contributions are both targeted and impactful.

We take great pride in supporting a wide range of community and not-for-profit organisations across Australia, offering both financial assistance and in-kind support.

Our focus areas for investment are diverse and include supporting vulnerable communities, promoting diversity, advancing education and strengthening local communities. We believe in doing what's right by our people, our customers and the broader community, with volunteering playing a vital role in this commitment. This is supported by Volunteer Leave offered through our Leave Policy, which offers employees up to two days of paid volunteer leave each year.

Our partnerships are structured across three tiers:

1. Flagship
2. Community
3. Staff

This ensures we have a wide-reaching impact and opportunities for engagement at every level. Through these efforts, we aspire to build positive, lasting relationships within the communities we serve.

### 01 Flagship Partners

3-year partnership commitments with national charities to provide support over longer periods with an aim to create positive impacts for the community.










### 02 Community Partners

12-month commitments with a range of state-based Community Partners in areas where we operate.

### 03 Staff-Led Partners

We support our staff in contributing to causes that are important to them, through raising money or volunteering their time. We do this by supporting grass roots community groups our employees are affiliated with, and through dollar matching donations and fundraising endeavours. We also provide two days of paid Volunteer Leave per year.

#### Legend

Impact of our Flagship Partnership Programs	
Impact of our Community Partnership Programs	
AGN Distribution Networks	
MGN Distribution Networks	
DBP Transmission Pipelines	
Gas Storage	
Operational Hydrogen Facility	
Hydrogen Facility Under Construction	
AGN Transmission Pipelines	

Assets in the dotted box are Australian Gas Infrastructure Holdings Assets.

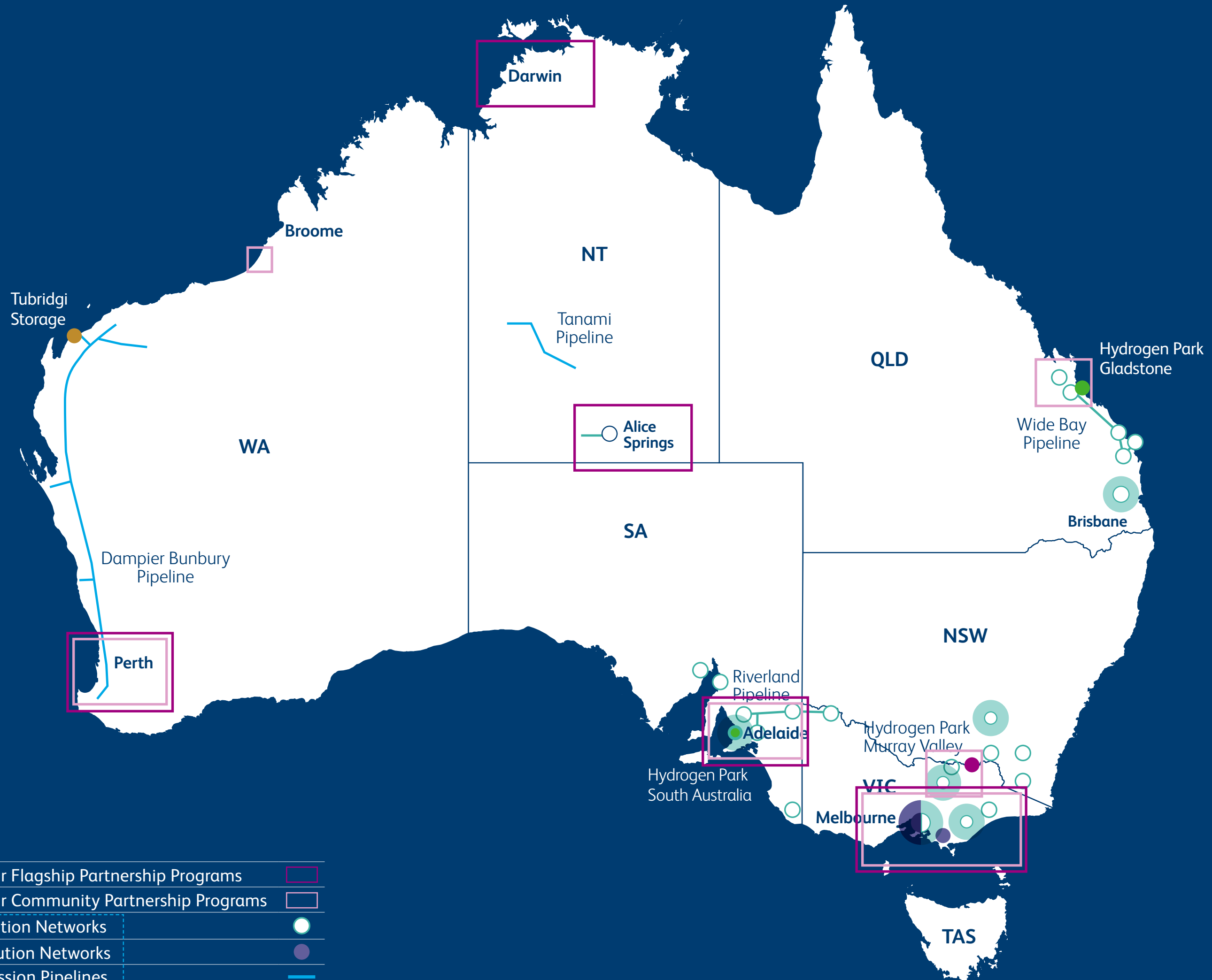


Figure 1: AGIG Community Partnerships Program Tiers

**Our Flagship Partnerships are 3-year terms made with national charities which provide support for customers facing vulnerability, education and First Nations organisations.**

We support our Flagship Partners at a national level, coordinating our activities across the states and regions in which we operate.

Our Flagship Partners for 2024-2026 are:



clontarf foundation



Proudly supporting **SANE**

**Clontarf Foundation**

The Clontarf Foundation (Clontarf) is an Australian not-for-profit organisation that supports Aboriginal and Torres Strait Islander boys and young men through education and mentoring programs.

The Foundation exists to improve the education, discipline, life skills, self-esteem, and employment prospects of young Aboriginal and Torres Strait Island men, and by doing so, equips them to participate more meaningfully in society. Its mission is to improve educational outcomes, life skills, and employment opportunities for Indigenous youth, helping them to overcome barriers to success in school and beyond.

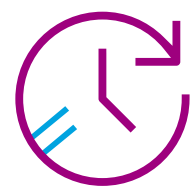
Since 2021, AGIG has partnered with Clontarf to contribute to its efforts in improving the lives of young Indigenous Australians.

In 2024, our partnership with Clontarf provided 35 students with the opportunities to access to education and mentoring, as well as develop the skills and confidence to thrive in their futures. We further engaged with students from the academy through attendance at football training sessions and carnivals, annual employment forum and at a 3-day student transformative experience in remote Western Australia.

*“The Clontarf Foundation is proud to partner with partner with Australian Gas Infrastructure Group and is thrilled that it has chosen to extend its agreement. Not only does this partnership provide Clontarf with vital private sector funding that directly contributes to the continued operation of our expanding network of academies across the country, but it also opens up development and employment pathways for the 10,000 young Aboriginal and Torres Strait Islander men enrolled in our program. With our joint efforts, we’ll continue to support these young men to engage in education, complete Year 12 and enter sustainable, fulfilling employment or further education.” - Gerard Neesham Chief Executive Officer, Clontarf Foundation.*



**\$70,000**  
Investment contributed in 2024



**51**  
Volunteer hours provided in 2024



**35**  
Students supported in 2024

“It was an unforgettable experience and a great opportunity to see the impact of our Community Partnerships Program in regional Australia.”

Owen, Strategy Manager

**Case Study**

**Journey to the Pilbara**

AGIG’s Strategy Manager, Owen, participated in a transformative 3-day Pilbara experience with Clontarf.

Owen joined 20 young men from Clontarf academies in Karratha, Port Hedland, and Newman to experience firsthand the foundation’s life-changing work in regional Western Australia. The group camped, explored Karijini National Park, and participated in a painting workshop led by local artist, Corban Williams.



Owen and Clontarf student, Steele, participating in a painting workshop.



**Foodbank**

Foodbank is Australia's largest food relief organisation providing food to people in need through a network of over 2,600 charity partners nationwide.

In Australia, an estimated 3.4 million households experienced food insecurity (either moderate or severe).<sup>1</sup> Foodbank believe everyone should have access to good food, and are helping the everyday Australians who are going without. Foodbank sources and distributes food donated by manufacturers, retailers, and individuals, helping to combat hunger and food insecurity across Australia. They provide food and grocery relief to 2,929 front-line charities and support 3,220 school breakfast programs helping to feed people in need. The importance of Foodbank's mission lies in its ability to reduce food waste, ensuring that people in need receive vital sustenance, and contribute to building healthier, more resilient communities.

AGIG has been a proud partner of Foodbank since 2021, working with Foodbank in South Australia/Northern Territory, Victoria and Western Australia to provide community investment to fund food and grocery purchases; and providing volunteer hours to assist with the preparation and distribution of this food to Australians in need.

In 2024, AGIG contributed \$70,000 and employees contributed 379.5 volunteer hours to Foodbank. Of our investment, \$25,000 has been allocated to Foodbank South Australia / Northern Territory, \$20,000 to Foodbank Victoria, and \$25,000 to Foodbank Western Australia. Additionally, our staff contributed 135 volunteer hours to Foodbank Victoria, 98 hours to Foodbank South Australia, and 146.5 hours to Foodbank Western Australia.

Together, our investment and volunteer hours have helped to support 99,452 South Australians and Northern Territorians in need, with up to 84,600 Victorians and 79,052 Western Australian also having access to food relief.

 **\$70,000**  
Investment  
contributed  
in 2024

 **379.5**  
Volunteer  
hours provided  
in 2024

 **260,000+**  
Australians in need  
supported in 2024

<sup>1</sup> Foodbank Australia's Hunger Report 2024, [https://reports.foodbank.org.au/wp-content/uploads/2024/10/2024\\_Foodbank\\_Hunger\\_Report\\_IPSOS-Report.pdf](https://reports.foodbank.org.au/wp-content/uploads/2024/10/2024_Foodbank_Hunger_Report_IPSOS-Report.pdf)

**SANE Australia**

SANE Australia is a national mental health charity dedicated to supporting individuals aged 18 and over who are affected by complex mental health issues, including trauma, as well as their families, friends, and carers.

The organisation offers a range of free digital and telehealth services, such as counselling, peer support, online groups, and 24/7 community forums, to assist those in need.

In 2024, AGIG contributed \$70,000 to SANE, enabling the provision of support to numerous individuals across South Australia, Victoria, and Western Australia.

This partnership underscores AGIG's commitment to enhancing mental health support services in the communities it serves.

 **\$70,000**  
Investment  
contributed  
in 2024

Due to the type of services provided by SANE, volunteering by AGIG employees is not possible and impact to individuals supported is not available.



Western Australian staff - Kylie, Claire and Chenga - volunteering at Foodbank's Community Kitchen.

**We have a proud history of supporting community groups and organisations with funding and in-kind support. We invite organisations in areas where we operate and that align with our Vision and Values to apply for annual funding up to \$30,000.**

Throughout 2024 our Community Partners included the following:



## Employee Contributions

As part of our Staff Partnerships Program, we encourage our employees to support their communities and charitable causes through our Staff-Led Partnerships, Staff Dollar Matching and taking two days Volunteer Leave.

Employees are encouraged to identify opportunities to support local community clubs and charities they are affiliated with, and that align with our Vision and Values. Through our Staff-Led Partnerships program, we provide financial assistance, with priority focus areas including vulnerability, diversity, education, environment, and grassroots community groups.

We also support our staff who partake in fundraising events or make donations to Australian based charities by dollar matching their efforts through our Staff Dollar Matching scheme.

### Employee Volunteering

In 2024, AGIG employees volunteered 825.5 hours. That's the equivalent of one employee working full time for almost 6 months. This increased substantially from 670 hours in 2023, demonstrating our commitment to supporting our employees in their volunteering efforts.

**“It was a very eye-opening and rewarding experience. I’ll definitely be volunteering again.”**

Claire, AGIG’s Gas Accounting and Billing Manager



Rachael and Jeromie volunteering their time at Uniting WA to cook meals for vulnerable members of the community

### Case Study

## Partner Spotlight – Uniting WA Transform Tranby

Uniting WA is a not-for-profit community service provider in Western Australia. Uniting WA support people experiencing complex challenges brought on by intergenerational trauma or situational crisis. This includes people who may be experiencing domestic violence, financial hardship or homelessness; as well as those living with mental illness or disability. They also support children experiencing vulnerability and families at risk of breakdown.

AGIG is a proud supporter of Uniting WA, having donated \$10,000 to Uniting WA’s Tranby Engagement Hub. Tranby Engagement Hub is a critical engagement and referral service for people over 18 who are experiencing homelessness. Essential services such as food and showers are provided as well as access to medical, legal, counselling and advocacy services. Tranby is Perth’s only 7-day a week, 365-day a year crisis support centre.

*“Thanks to AGIG’s generous donation, we were able to assist a wonderful couple in securing an apartment just in time. They were facing their last night in a hotel and were on the brink of sleeping rough. Without the timely bond assistance, they would have lost the apartment.”*  
- Vanessa, Senior Support Worker and Tranby Service Manager.

In addition to our support on the engagement hub, our donation has enabled the purchase of earpieces for safety support workers, ensuring they can stay in constant communication with each other at work. It has also provided Coles vouchers to many, including those who are not only supporting themselves but also caring for family and friends who are struggling financially. With grocery prices on the rise, these vouchers have helped to ease the financial burdens they face.



Daniella raising money for breast cancer by running 10 kilometers in the 2024 Mother’s Day Classic

### Case Study

## Employee Fundraising Efforts

Our employees members actively raised funds of more than \$60,000 in 2024 for causes that were important through taking part in fundraising events and activities, including Cancer Council’s Biggest Morning Teas, Hutt Street Centre’s Walk a Mile in My Boots and Beyond Blue through the Melbourne Marathon.

Employees from our Jandakot office in Western Australia collect and donate their recyclable drinking bottles to Containers for Change, with their proceeds going towards Royal Flying Doctors Service WA and Scouts WA. Together with our Staff Dollar Matching scheme more than \$10,000 went to supporting these worthy charities in 2024.

## Commitment to First Nations Communities

We acknowledge and respect the Traditional Custodians of the lands upon which we live and operate. We also recognise the importance of supporting our First Nations communities.

We develop relationships with reach to participate in reconciliation, “Closing the Gap” initiatives and practically contributing to those communities with guidance from our First Nations partners.

We have a long history of supporting First Nations communities, and in 2023 we published our first Reconciliation Action Plan (RAP) for the period of September 2023 to August 2024. This established a foundation for how we would approach First Nations engagement across the business. We completed our Reflect RAP and have moved on to developing our Innovate RAP.

Within our RAP, we set deliverables that include reviews into AGIG’s policies and approach towards the support of local Aboriginal and Torres Strait Islander communities; enhancing our procurement process to procure goods and services from Aboriginal and Torres Strait Islander businesses; internal training to build cultural awareness of First Nations communities; and formalising internal events, participating in external events and stakeholder engagement focused on First Nations people.

### Partnering with our First Nations Communities

In addition to our Flagship Partnership with Clontarf Foundation, we provide targeted support and investment to a number of other First Nations community initiatives and organisations. These partnerships not only support the company’s diversity and inclusion objectives but also contribute to community development, building pathways for future generations of Indigenous Australians to enter the workforce in the energy sector.

During NAIDOC Week, we held a number of events that aimed to support our local Aboriginal and/or Torres Strait Islander communities.

### Case Study

## Beelya Cultural Tours during

During NAIDOC Week, we engaged with a new Indigenous business in Perth, Western Australia—Beelya Cultural Tours. The experience provided insight into the local Aboriginal people, their culture, and local mythology. It also included bush survival skills on the Derbarl Yerrigan (Swan River) including traditional uses of many plants and animals, known to the local Noongar people as Boorloo (Perth, Western Australia).

A group of 25 employees heard from Traditional Owners of the Noongar Nation to learn about the Derbarl Yerrigan and the significance of NAIDOC Week.



Samuel, Senior Electrical and Control Engineer, participating in the 2024 NAIDOC Week celebrations

## We recognise the importance of collaboration and engagement with different community members and stakeholders who may be impacted by our business.

We are committed to ensuring transparent and upfront dialogue to address community needs and concerns effectively. Ongoing engagement and dialogue help us to ensure that expectations are aligned.

Our engagement strategy and approach involve a number of stakeholders and methods, as summarised in Table 1.

We also recognise the important role AGIG has to play in the global future energy transition. We are committed to advancing renewable and carbon neutral gas and infrastructure, and we have funded a number of research and pilot projects exploring gas' role in Australia's low-emissions future. More information on these projects and our climate commitments and innovation can be found in our 2024 Sustainability Report.



**19,500+**  
Stakeholders engaged in 2024



**880+**  
Community events in 2024

Ways we Engage	Landowners and Tenants	Community Members	Industry Groups	Government and Regulators	First Nations Communities
Face-to-face meetings	x	x	x	x	x
Newsletters and brochures	x	x	x	x	x
Email updates	x	x		x	
Town halls	x	x			
Websites	x	x	x	x	x
Social media	x	x	x	x	x
Online surveys	x	x			x
Online engagement portal (Gas Matters)	x	x	x	x	x
Community events	x	x	x		x
Partnerships with local and regional organisations		x			x
Community investment projects		x			x
Facility tours	x	x	x	x	x
Heritage compliance / meetings					x
Regulatory compliance	x		x	x	x

Table 1: Stakeholder and Community Engagement

**Our Priority Services Program (PSP) was designed to provide personalised assistance to customers experiencing financial or personal vulnerabilities, ensuring they have access to the help they need when it matters most.**

Eligible customers have access to free gas safety checks, appliance and service repairs, and in some cases, replacement of unrepairable appliances.

The program has made a meaningful impact on the community by supporting vulnerable individuals and households with tailored assistance. Expanded into Victoria in 2024, the program now supports 124 customers.

Developed collaboratively with financial counsellors, industry partners, multicultural organisations, and advocates for older Australians, the program reflects a deep understanding of diverse needs. By connecting customers with essential resources and practical support, the PSP helps ease challenges and fosters a stronger sense of community care and inclusion.

Since the PSP launched through to the end of 2024, we have supported over **124** customers, with **76** customers supported in 2024 alone.



Kylie (AGIG), Laura (AGIG), Sabiene (The Energy Charter), Cathryn (AGIG) and Chris (AGIG) at the launch of our Victorian PSP



This report outlines the importance we place on supporting our communities through our focussed initiatives, including our Community Partnerships Program, our commitment to First Nations communities, stakeholder and community engagement, and supporting vulnerable customers.

**Further information on our programs can be found:**

Community Partnerships Program  
[www.agig.com.au/agig-community-partnerships-program](http://www.agig.com.au/agig-community-partnerships-program)

Priority Services Program  
[www.australiangasnetworks.com.au/priority-services](http://www.australiangasnetworks.com.au/priority-services)

Reconciliation Action Plan  
[www.agig.com.au/publications](http://www.agig.com.au/publications)