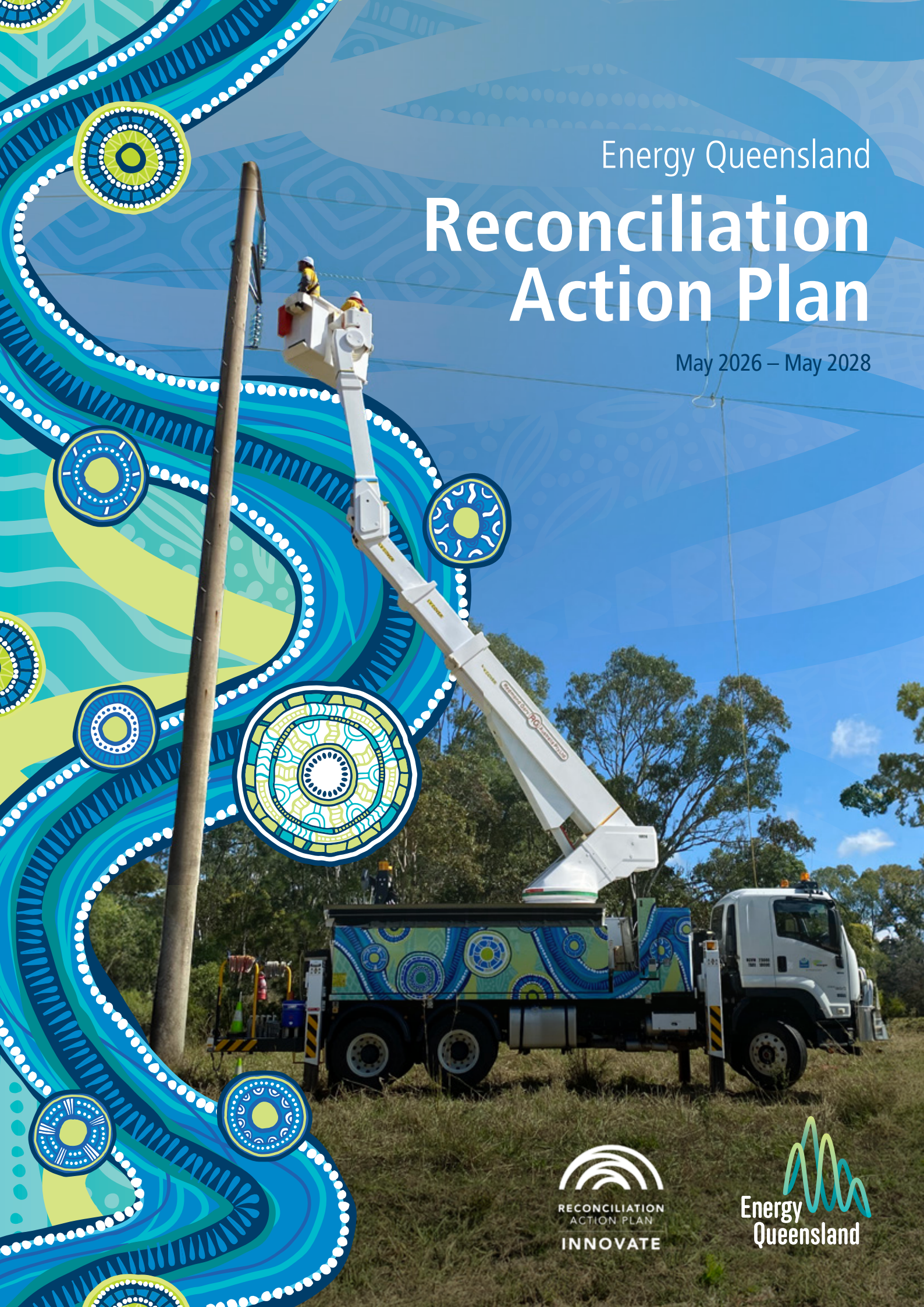


Energy Queensland

Reconciliation Action Plan

May 2026 – May 2028



RECONCILIATION
ACTION PLAN
INNOVATE


Energy
Queensland



Acknowledgement

Energy Queensland would like to acknowledge and pay respect to the Traditional Custodians of the lands and seas on which we operate across Queensland and beyond, and where we developed this document, our successive Innovate Reconciliation Action Plan.

We would like to acknowledge the First Nations peoples who have honoured us by sharing their knowledge and wisdom to ensure that we can realise the intent of our Reconciliation Action Plan.

We pay respect to Elders past and present and acknowledge that the foundations laid by ancestors, the First peoples of Australia, give strength, inspiration, and courage to current and future generations.



Our design

Energy Queensland Reconciliation Action Plan (RAP) design, created by Indigenous creative and digital design agency, ingeous studios, is a modern representation of Energy Queensland's work and its commitment to a just, equitable, and reconciled Australia. The design is aligned with the pillars of Respect, Relationships, Opportunities, and Governance, which form the foundation of Energy Queensland efforts through acknowledgement of the five key dimensions of reconciliation: Race Relations, Equality and Equity, Institutional Integrity, Historical Acceptance and Unity.

At the heart of the design is Energy Queensland's Acknowledgement/ Reconciliation icon, a symbol that Energy Queensland will use across our offices and assets to express our commitment to reconciliation and acknowledgment of Traditional Custodians throughout the state.

This icon serves as a visual representation of Energy Queensland's dedication to fostering meaningful relationships and respect between Indigenous and non-Indigenous peoples.

About ingeous studios

ingeous studios is a full service Indigenous graphic design and digital creative agency based in Cairns which specialises in creating unique and impactful experiences for both new and existing brands. Established in 2000, ingeous studios works locally, nationally and international throughout the design, digital creative and innovation spaces.

Below: Dalmally SWER line south of Springsure.



Message from Peter Scott

Chief Executive Officer, Energy Queensland



“We will listen with the intent to understand, adapt our approach where needed, and ensure our actions reflect our values and contribute meaningfully to reconciliation.”

I am proud to present Energy Queensland’s third Innovate Reconciliation Action Plan (2026 -2028) . This Plan marks a significant milestone in our reconciliation journey building on the strong foundations of our previous RAPs and reaffirming our enduring commitment to walking alongside Aboriginal and Torres Strait Islander peoples.

Our vision for reconciliation is an Australia with respect, equity and unity between Aboriginal and Torres Strait Islander peoples and non-Indigenous people that accepts and acknowledges our shared history.

At Energy Queensland, reconciliation is not a standalone initiative it is woven into the way we work. It means:

Building strong, respectful relationships with First Nations peoples and communities.

Listening and learning from Traditional Custodians and their knowledge systems.

And working together to deliver secure, affordable, and sustainable energy solutions that reflect the aspirations of First Nations communities.

In this successive Innovate RAP Energy Queensland continues with three key focus areas - our 3 E’s:

Strengthening cultural capability across our workforce through meaningful **education**.

Creating **employment** and development pathways for Aboriginal and Torres Strait Islander peoples.

Engaging meaningfully with First Nations customers and communities to ensure our services are inclusive, respectful, and responsive.

As we implement this Plan, we remain committed to collaborative, respectful engagement. We will listen with the intent to understand, adapt our approach where needed, and ensure our actions reflect our values and contribute meaningfully to reconciliation.

I want to sincerely thank the many First Nations individuals, who have contributed their insights, feedback, and aspirations to shape this RAP. Your voices are central to our progress, and I look forward to continuing this journey together.

Peter Scott

Chief Executive Officer
Energy Queensland



Message from Todd Reynolds

Executive General Manager – People, Property and Safety and Reconciliation Action Plan Executive Sponsor, Energy Queensland

It is an honour to serve as Executive Sponsor for Energy Queensland's reconciliation work. This role is not limited to our Reconciliation Action Plan but encompasses all initiatives that strengthen relationships with First Nations peoples and communities. Our RAP reflects our continued commitment to reconciliation not as a project with a start and end date, but as a long-term journey of learning, partnership, and action. I am proud to champion this work across the organisation, ensuring that reconciliation principles are embedded in everything we do.

Over the past few years, we've deepened our relationships with Aboriginal and Torres Strait Islander communities, and we've seen the power of co-design, cultural respect, and local leadership in delivering meaningful outcomes. This RAP builds on that momentum, embedding reconciliation into the way we work across the state.

Whether it's through employment pathways, cultural capability development, or community-led energy solutions, we are committed to ensuring First Nations people are heard, valued, and central to our decision-making.

Thank you to the many First Nations individuals, leaders, and organisations who have guided and shaped this Plan. Your knowledge and aspirations continue to inspire us, and I look forward to walking this path together towards a more inclusive, respectful, and equitable future.

Below: Todd Reynolds, RAP Executive Sponsor, National Reconciliation Week 2025.



Message from Chris Samuelsson, Yuwaalaraay

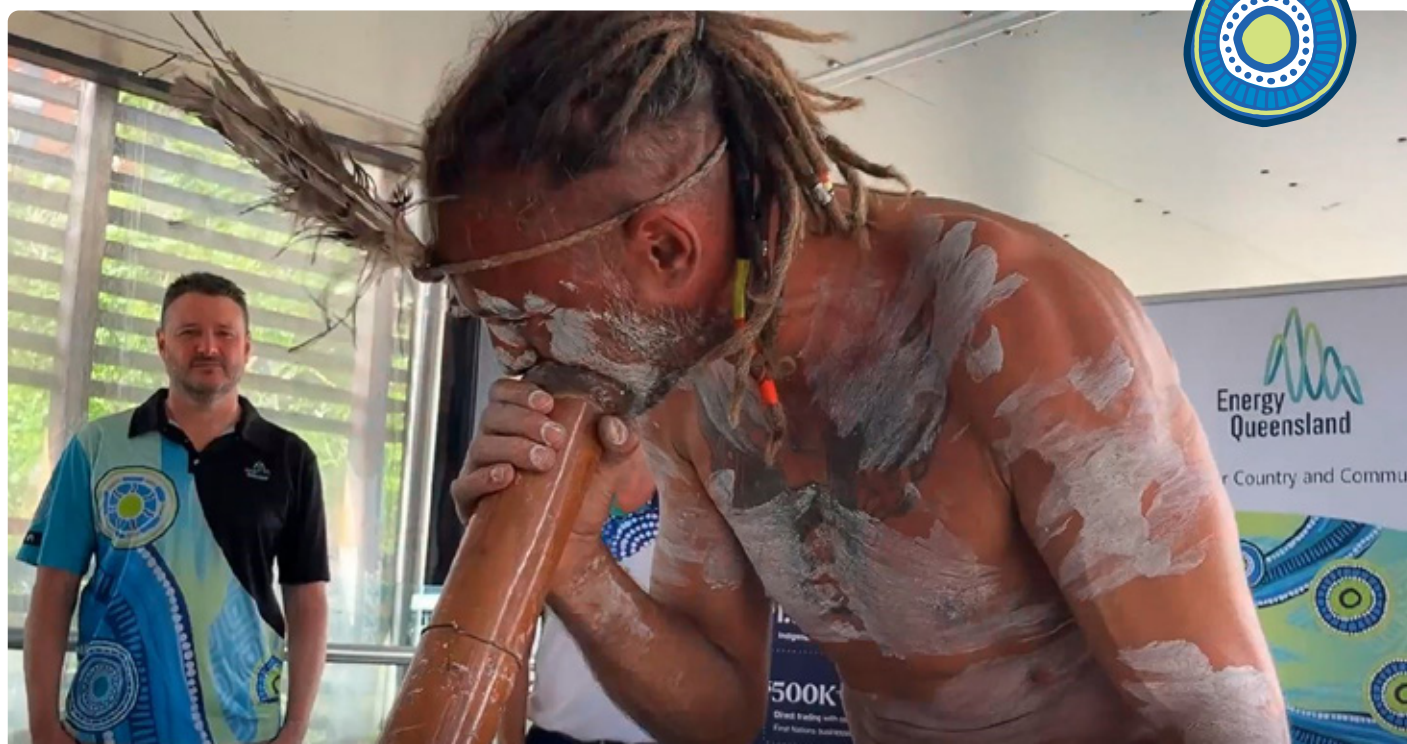
Senior Advisor – First Nations Programs, Energy Queensland

As we launch this successive Innovate RAP, our third plan, I reflect on the journey we've taken together one built on respect, listening, learning, and walking alongside First Nations peoples and the communities we serve.

Through our first two RAPs, reconciliation has shifted from words to action. We've co-designed programs that reflect community priorities, like the PowerSavvy energy education initiative and Doomadgee Solar project, where we have supported local leadership in energy projects and created opportunities for cultural capability, employment, and inclusion across Energy Queensland. We launched our own powerful platform for cultural education and connection, through monthly Midday Yarnin. These sessions create a culturally safe space for sharing lived experiences and exploring complex topics, from identity and reconnection to Stolen Wages and Stolen Generations- building empathy, trust, understanding and acknowledgement of our shared histories across Energy Queensland.

This third Innovate RAP is about deepening that commitment. It challenges us to embed reconciliation into our systems, services, and everyday decisions. It reminds us that reconciliation isn't a checklist, it's a shared responsibility that calls for humility, courage, and consistency.

I am so proud of what we've achieved, but even more inspired by what's ahead. Guided by Elders, community leaders, and First Nations colleagues, we will continue to walk this path together, towards a future where respect, equity, and self-determination aren't just aspirations, but lived realities.



Message from Karen Mundine

Chief Executive Officer, Reconciliation Australia



Reconciliation Australia commends Energy Queensland on the formal endorsement of its third Innovate Reconciliation Action Plan (RAP).

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

With over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Energy Queensland continues to be part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Energy Queensland will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Energy Queensland using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Energy Queensland to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Energy Queensland will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Energy Queensland's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations Energy Queensland on your third Innovate RAP and I look forward to following your ongoing reconciliation journey.

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“This year has been a powerful chapter in my reconciliation journey. I'm proud to have contributed to delivering key First Nations activities and events as part of Energy Queensland's Reconciliation Action Plan. Working alongside the First Nations Working Group, we continue to make things happen behind the scenes - turning commitments into meaningful actions that strengthen relationships, respect, and opportunities.”

Karina Hocke, Senior Advisor, First Nations Engagement

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Our Vision for Reconciliation

Our vision for reconciliation is an Australia with respect, equity and unity between Aboriginal and Torres Strait Islander peoples and other Australians, that accepts and acknowledges our shared histories.

At Energy Queensland, reconciliation is not a standalone initiative it is woven into the way we work. It means:

Building strong, respectful relationships with First Nations peoples and communities.

Listening and learning from Traditional Custodians and their knowledge systems.

And working together to deliver secure, affordable, and sustainable energy solutions that reflect the aspirations of First Nations communities.

...we will continue to walk alongside First Nations peoples, energising communities not just with power, but with purpose.

As we prepare our third Innovate Reconciliation Action Plan, we reflect on the powerful conversations and partnerships that have shaped our journey so far. Through engagement with our RAP Business leads, First Nations working party, and First Nations staff, we've heard clearly that reconciliation must be built on partnership, and mutual respect.

Our discussions have reinforced the importance of acknowledging histories not just as a reflection, but as a foundation for change. We've committed to celebrating First Nations cultures, recognising the depth of knowledge and resilience they bring, and creating spaces where First Nations peoples feel safe, proud, and empowered to be their whole selves at work and in the wider community.

With over 2.3 million customers connected to our electricity networks, more than 750,000 retail customers, and a physical presence across Queensland's vast landscape, we recognise the enormous opportunity and responsibility we have to influence reconciliation. From the Torres Strait to the Tweed, and from Brisbane to Birdsville, our workforce and infrastructure are embedded in communities giving us a unique platform to foster understanding, inclusion, and lasting change. Our vision is bold, but it is grounded in action. Through our third Innovate RAP, we will continue to walk alongside First Nations peoples, energising communities not just with power, but with purpose.

Below: First Nations working party celebrate RAP Launch.



Our Business

Energy Queensland is Australia's largest, wholly government-owned electricity company, with a workforce of 9578 employees, including 383 Aboriginal and Torres Strait Islander employees. These numbers reflect our commitment to building a diverse and inclusive organisation and will be updated prior to publication to ensure accuracy.

Our operations span across Ergon Energy Network and Energex, delivering electricity to more than five million Queenslanders. We manage over 200,000 kilometres of powerlines, 1.7 million power poles and operate 34 power stations, energising communities. Ergon Energy Retail supplies electricity to customers throughout regional Queensland, supported by generation, energy trading, and retailing capabilities. With over 750,000 retail customers, we are the fourth largest retailer in the National Electricity Market (NEM).

"Misplaced Mob Reconciliation is about respect, trust and shared histories. At Energy Queensland, we've been moving at the speed of trust, something I am deeply proud to see. We've worked on embedding cultural capability from the ground up, starting with apprentices through dedicated training that shapes understanding early in their careers. We've continued to have meaningful conversations with EQL across many different channels and mediums. My involvement in Middy Yarnin has deepened these conversations, creating space for me to share my story alongside others and offering the opportunity for genuine connection. Through the First Nations Working Party, I've been able to explore my own identity while helping drive change that matters for our communities. This would not be possible without the RAP."

Gabe Ranson

Our physical presence across Queensland includes:



17

Service areas from Far North Queensland to the Gold Coast



6

Customer solutions centres



117

Service depots and offices



3

Network control centres



34

Stand-alone power stations



This extensive footprint places us in the heart of communities urban, regional, and remote, including many First Nations communities. Our infrastructure and workforce are not just service providers; they are neighbours, partners, and collaborators. This proximity gives us a unique responsibility and opportunity to build strong relationships and deliver energy solutions that reflect the aspirations of Aboriginal and Torres Strait Islander peoples.

We are committed to working in partnership with First Nations communities to co-design locally driven, culturally respectful energy solutions. This is especially critical in remote areas where communities rely on stand-alone diesel power stations. These partnerships ensure energy services are reliable, affordable, and aligned with community values and long-term aspirations creating a future where energy solutions support self-determination and sustainability.

Left: Beau Booker, Advanced Connection Officer, Townsville.

Our reconciliation journey

Energy Queensland's reconciliation journey has evolved meaningfully since the launch of our first Reconciliation Action Plan (RAP), the *First Nations Connections Plan*. That initial plan laid the foundation for understanding how to strengthen relationships, embed respect into our actions, and operate with purpose within our sphere of influence. It helped us begin building cultural capability, establish internal networks, and engage with First Nations communities in more intentional ways.

Our second Innovate RAP built on those foundations, focusing on embedding reconciliation into our core business. We prioritised the voices of First Nations employees and deliverable owners and engaged broadly across the organisation to identify key focus areas education, engagement, and employment - our 3 E's. Through workshops, surveys, and collaborative planning, we developed a roadmap that reflected both our aspirations and our responsibilities. The experience and confidence of our deliverable owners grew significantly, enabling them to progress reconciliation in ways that were more aligned with their roles and responsibilities.

Now, as we embark on this our third - our successive Innovate RAP, we do so with greater maturity, deeper relationships, and a stronger sense of purpose. Our journey has been strengthened through a range of formal and informal partnerships with Aboriginal and Torres Strait Islander communities, organisations, and individuals. These relationships have helped guide our approach to reconciliation and embed culturally respectful practices across our business.

A key success has been the growth of our RAP Business Leads Group, which now includes five First Nations employees, ensuring their voices are central to our decision-making. We've implemented an Indigenous Procurement Policy, supporting First Nations suppliers and contributing to economic inclusion. Our sponsorships and support for First Nations community organisations have further deepened our community connections. Importantly, we've made significant progress toward our employment targets, with 4% Aboriginal and Torres Strait Islander employees now contributing across our workforce, an achievement that reflects our commitment to creating meaningful career pathways and a culturally safe workplace.



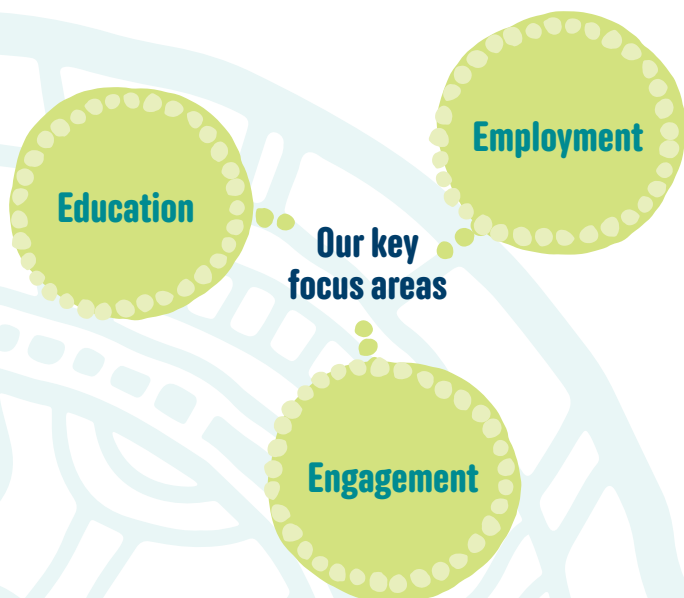
Above: Inaugural First Nations Apprentice Forum, Cairns

Throughout our reconciliation journey, we've come to understand that reconciliation is a shared responsibility one that requires leadership, humility, and consistency across all levels of our organisation. We've learned that cultural capability must be ongoing and embedded into our everyday practices, rather than treated as a one-off activity. Building meaningful relationships takes time and must be grounded in trust, reciprocity, and respect. Most importantly, we've seen that listening to First Nations voices leads to stronger partnerships and better outcomes, both for our business and the communities we serve.

While Energy Queensland has made significant progress, we've also encountered challenges. One of the most persistent has been ensuring consistent engagement across a geographically dispersed workforce, where access to cultural learning and community partnerships can vary. We've worked to align reconciliation actions with core business functions and operational priorities, ensuring that reconciliation is not seen as an add-on, but as integral to how we operate. Additionally, we've navigated complex histories and conversations with cultural sensitivity, recognising that reconciliation requires ongoing reflection, respectful dialogue, and a willingness to sit with discomfort in order to grow.

Our achievements reflect both commitment and collaboration. We've strengthened internal networks by expanding our RAP Business Leads and First Nations Working Party groups, creating spaces for shared leadership and First Nations representation. The delivery of First Nations Cultural awareness from a historical perspective, starting at the beginning and other cultural learning opportunities is deepening understanding across the organisation. We've improved our awareness and application of cultural safety and protocols, embedding respectful practices into our daily operations. We've supported First Nations employment pathways and community-led initiatives, contributing to meaningful career opportunities and stronger community relationships.

These achievements have been consistently tracked and celebrated through our quarterly RAP reporting, which has helped us stay accountable and focused on continuous improvement. As we move forward, our third Innovate RAP will focus on deepening relationships, amplifying First Nations voices, and embedding reconciliation into every part of our business. We remain committed to walking alongside First Nations peoples energising communities with respect, inclusion, and purpose.



Our RAP Business Leads Group

Our RAP Business Leads group plays a vital role in guiding and championing Energy Queensland's reconciliation commitments. The group brings together representatives from across the organisation including First Nations employees whose voices, perspectives and cultural knowledge are essential to shaping meaningful and impactful outcomes.

Sponsored by our Executive General Manager of the People, Property and Safety division, the RAP Business leads group provides leadership, advice and practical support to ensure our reconciliation initiatives are embedded into everyday business activity. This cross-organisation collaboration strengthens our accountability and helps drive continuous progress as we advance our reconciliation journey.

Our RAP Business leads group:

EGM People, Property and Safety (RAP Executive Sponsor/Champion)
Senior Advisor First Nations programs (identified)
First Nations working party lead (identified)
Senior Advisor First Nations engagement (identified)
First Nations engagement Advisor (identified)
General Manager People and Culture
Manager Community Strategy
Category Management Specialist, Procurement and Supply Lead
Property Customer Performance Advisor
General Manager Corporate Affairs
Apprentice Manager
Manager Operations Strategy, Enablement and Integration
General Manager Operations - Substations
Network Operations Systems Support Specialist (First Nations)
Sales Co-ordinator Material Sales (First Nations)
Manager Cultural Heritage

First Nations Working Party

The First Nations Working Party (FNWP), now with a growing membership of approximately 45 employees - including First Nations staff and non Indigenous allies - plays a central role in supporting Energy Queensland's reconciliation journey. Membership continues to expand as more employees across the organisation commit themselves to reconciliation and to fostering a culturally safe and inclusive workplace.

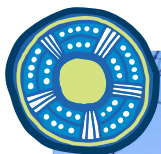
The First Nations Working Party provides a trusted and culturally safe forum where members collaborate to uplift and champion the actions set out in Energy Queensland's Reconciliation Action Plan. The group strengthens our organisational approach to reconciliation by promoting respectful relationships, cultural safety, and meaningful engagement with First Nations peoples and communities.

Guided by shared values and First Nations cultural knowledge, the FNWP contributes advice, insight and cultural perspective to help progress RAP focus areas including Employment, Engagement and Education. While it is not a formal decision making body, the FNWP's collective voice informs and supports the delivery of reconciliation initiatives across the organisation.

Our Deadly Mob

Our Deadly Mob is an informal collective of Aboriginal and Torres Strait Islander employees across Energy Queensland who come together to strengthen cultural connection, peer support, and shared learning within the organisation. Recognising the cultural diversity of First Nations peoples across Queensland, the group provides a culturally safe space for staff to yarn, share experiences, and offer guidance to one another. Through these connections, Our Deadly Mob contributes valuable cultural insight that helps shape a more inclusive and responsive workplace, supports the wellbeing of First Nations employees, and strengthens Energy Queensland's ongoing reconciliation journey.

Below: EQL First Nations employees at filming for the bespoke eLearning package.



Relationships

We are committed to building strong, respectful, and mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities, and organisations. By fostering trust, collaboration, and shared learning, we aim to create opportunities that celebrate culture, strengthen understanding, and support reconciliation. These relationships are central to our success and ensure our work reflects inclusion, respect, and genuine partnership.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander customers, stakeholders and organisations.	Meet with Aboriginal and Torres Strait Islander stakeholders and organisations to seek feedback on guiding principles for engagement.	October 2026	Manager Community Strategy
	Continue to engage with customers in First Nations communities through regular in-person visits by Retail Community Champions. These visits will provide culturally appropriate, tailored customer support and energy literacy education, with the goal of improving energy affordability, reducing hardship and empowering customers to make informed energy choices. Building on current initiatives to strengthen trust, fostering long term relationships and deliver measurable benefits for communities.	March and September 2026 and 2027	Manager Customer Experience & Engagement
	Evolve and embed Energy Queensland's engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2026	Manager Community Strategy
	Co-ordinate/undertake engagement initiatives to support First Nations energy literacy outcomes including energy use/demand profiles, electrical safety awareness, customer/community led solutions	Monitor June 2026 and 2027	Manager Community Strategy
	Invest 5% of overall community investment into initiatives that support First Nations Identity/culture, inclusion and wellbeing, and/or economic participation/outcomes. (including career pathways and energy literacy). Where possible, utilise these as employee community participation/cultural immersion opportunities.	June 2026 and 2027	Manager Community Strategy
	Utilise Energy Queensland's Customer and Community Council to discuss key strategies for First Nations customers and update on the progress of the plan's deliverables.	September 2026 and 2027	Manager Customer Advocacy
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to staff.	May 2026 and 2027	General Manager People & Culture
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2026 and 2027	RAP Executive Sponsor
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2026 - 2027	RAP Executive Sponsor
	Organise at least one NRW event each year.	27 May- 3 June 2026 - 2027	Senior Advisor First Nations programs
	Register all our NRW events on Reconciliation Australia's NRW website .	May 2026 and 2027	Senior Advisor First Nations programs



Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	Maintain a staff engagement plan that continuously promotes reconciliation, raises awareness by actively engaging staff and aligns with Energy Queensland's values and RAP commitments.	March 2026 and 2027	General Manager Corporate Affairs
	Communicate our commitment to reconciliation publicly.	May 2026 and May 2027	General Manager Corporate Affairs
	Continue to explore opportunities to positively influence external stakeholders to drive reconciliation outcomes throughout this Reconciliation Action Plan.	December 2026 and 2027	Manager Customer Advocacy
	Continue to collaborate with RAP organisations and other like-minded organisations to share successes and develop innovative approaches to advance reconciliation.	March, June, October and December 2026 and 2027	Senior Advisor First Nations programs
4. Promote positive race relations through anti-discrimination strategies.	Continuously improve policies and procedures to identify existing anti-discrimination provisions, cultural safety principles and future needs.	July 2026	General Manager People & Culture
	Continue to engage with First Nations staff and/or First Nations Advisors to provide input on our Prevention of Discrimination, Bullying and Harassment Policy.	July 2027	General Manager People & Culture
	Maintain visibility and accessibility of the Prevention of Discrimination, bullying and harassment Policy for all staff.	July 2026 and 2027	General Manager People & Culture
	Educate all senior leaders on the effects of racism.	December 2026	RAP Executive Sponsor



Case Study 1: PowerSavvy™ Energy Education Program

In response to cost-of-living concerns raised during the March 2023 Queensland Government Summit for the Torres Strait Islands and Northern Peninsula Area (NPA), Ergon Energy Retail relaunched the PowerSavvy™ energy education program. Backed by the Queensland Government, the program was co-designed with First Nations communities and officially rolled out in February 2024 across Thursday Island, Horn Island, and the NPA. The initiative aimed to deliver sustainable, culturally respectful energy solutions tailored to local needs.

PowerSavvy™ was grounded in deep community engagement, beginning with a three-week Listening Tour in July 2023. This tour prioritised First Nations voices, ensuring the program was shaped by lived experiences and local knowledge.

Key partnerships included:

- Mura Kosker Sorority Inc. (MKS) and NPA Family & Community Services (NPAFCS): Delivered Home Energy Health Check consultations and hosted community forums.
- Community Enterprise Queensland (CEQ): Delivered a white goods appliance rebate program across Ergon's isolated networks.
- Local schools: Participated in the *PowerSavvy Energy Detectives* initiative, embedding energy literacy into classrooms and homes

These partnerships were instrumental in ensuring culturally safe, trusted engagement and long-term community benefit.

The program recognised the diverse cultural and linguistic identities of Torres Strait Islander and Aboriginal communities. Resources were developed to be fit-for-purpose, respectful of Elders, and accessible to non-English speakers, with Creole commonly used.

A key innovation was the recruitment of local PowerSavvy Champions - trusted community members who:

- Delivered consultations in language
- Promoted PowerSavvy initiatives
- Hosted education sessions
- Collected data and feedback

Champions wore uniforms featuring Energy Queensland's RAP design, visibly demonstrating respect for Traditional Custodians and commitment to reconciliation. They received comprehensive two-day training in energy literacy, consultation skills, and community engagement.

PowerSavvy™ created both financial and non-financial benefits for communities, including:

- Local employment: Three PowerSavvy Champions were recruited from within the communities, generating in community benefit and building local capability.
- Cultural empowerment: Champions engaged in language and cultural context, fostering trust and community pride.
- Education and awareness: The school-based Energy Detectives program and community forums built long-term energy literacy and environmental awareness.
- Community leadership: Local organisations (MKS, NPAFCS, CEQ) led delivery, reinforcing their role as trusted community anchors.

Program highlights

- 288 Home Energy Health Check consultations delivered, reaching 14% of households (31% in the NPA).
- 27% of consulted households achieved more than a 5% reduction in energy use.
- Smart metering installed across Thursday Island, Horn Island, and NPA businesses, enabling access to real-time usage data via Ergon's *My Account* portal.
- School program delivered to five schools, fostering energy awareness and behavioural change.
- Strong local partnerships enabled culturally safe engagement and long-term community benefit.

Insights and learnings

While electricity costs remain a concern, communities identified food, fuel, housing, and appliance affordability - driven by high freight costs - as more pressing issues. Energy use is shaped by cultural and environmental factors, including climate, multi-generational living, and Sorry Business. These insights underscore the importance of holistic, culturally sensitive approaches to energy education and service delivery.

Above: Left to right - Tommy Sebasio, First Nations Engagement Advisor, Jason Jia, Work Group Leader and Francis Mosby, Technical Service Person



Case Study 2:

Doomadgee Solar Project – Advancing renewable energy and community empowerment

Energy Queensland partnered with Doomadgee Aboriginal Shire Council (DASC) to deliver a \$2 million solar infrastructure project that prioritised First Nations engagement, co-design, and local economic participation. The project supported Queensland's renewable energy transition by reducing reliance on diesel generation in remote communities, while empowering Doomadgee through sustainable energy and economic development.

The project was underpinned by 18 months of community engagement prior to construction, building trust and ensuring the initiative reflected local priorities. Civil works were co-designed with DASC, and external consultants were engaged only where needed - allowing the council to lead delivery while receiving support for compliance with occupational health, environmental, and planning standards.

Collaboration with Remote Indigenous Land and Infrastructure Program Office RILIPO during town planning ensured early alignment with community aspirations, and the partnership model strengthened relationships between government, industry, and First Nations governance.

The project embedded First Nations leadership throughout its lifecycle. First Nations Advisors provided ongoing cultural guidance, and the initiative respected Doomadgee's governance structures by enabling the council to lead infrastructure delivery.

The project also recognised the importance of self-determination, ensuring that community voices shaped outcomes and that local knowledge was central to decision-making.

The Doomadgee Solar Project delivered tangible economic and workforce development benefits:

- 50% increase in renewable energy supply
- 50% reduction in total emissions
- 1 million litres less diesel consumed annually
- Improved electricity reliability for Doomadgee residents
- Local employment and business engagement, aligned with the Queensland Procurement Policy
- Capacity building for DASC in infrastructure project delivery.

First Nations communities can lead the way in sustainable development, supported by respectful partnerships and shared goals.

This initiative actively contributed to reconciliation across Doomadgee, the Gulf region, and Queensland more broadly through Early engagement and co-design empowering the Doomadgee Aboriginal Council to shape outcomes based on community priorities, building trust and mutual respect. The project created jobs and business opportunities for local Aboriginal workers and companies, addressing economic disparities. Compliance support enabled the council to meet regulatory standards while focusing on service delivery and the partnership reinforced Doomadgee's leadership in infrastructure, promoting local decision-making and shared ownership. While prioritising First Nations involvement acknowledging past exclusions and affirmed the community's right to self-determination and economic independence.

The Doomadgee Solar Project is a leading example of how renewable energy and reconciliation can go together. By increasing energy independence, reducing emissions, and empowering local leadership, the initiative delivers lasting environmental, economic, and social benefits. It demonstrates how First Nations communities can lead the way in sustainable development, supported by respectful partnerships and shared goals.

Below: Doomadgee Solar Farm



Respect

We honour the oldest living cultures on earth by holding deep respect for the histories, achievements, and ongoing contributions of Aboriginal and Torres Strait Islander peoples. Our commitment is to learn from First Nations knowledge and embed cultural understanding across our organisation, fostering appreciation, acknowledgment, and celebration. Through this, we aim to create a culturally safe environment where respect is lived daily, and reconciliation is strengthened through shared learning and success.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop and implement a bespoke First Nations cultural awareness eLearning program led by and featuring EQL First Nations employees.	June 2026	General Manager People & Culture
	Continue to consult local Traditional Owners and/or First Nations Advisors to inform our cultural learning strategy.	June 2026	General Manager People & Culture
	Implement and communicate First Nations cultural training strategy and plan	June 2026	General Manager People & Culture
	Continue to host monthly "Midday Yarnin" sessions to provide a culturally safe space for staff to connect, listen and learn through stories of First Nations lived experience. Strengthen relationships by ensuring regular live streams for all staff and track the success of these sessions.	November 2026 and 2027	General Manager People & Culture
	Provide opportunities for First Nations working party and RAP Business leads, People and Culture managers and other key leadership staff to participate in formal and structured cultural learning in addition to EQL training.	August 2026 and 2027	General Manager People & Culture
	Utilise Energy Queensland's Customer and Community Council to discuss key strategies for First Nations customers and update on the progress of the plan's deliverables.	April 2026 and April 2027	General Manager People & Culture
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Continue to increase understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country, and ensure these practices are embedded across the organisation.	April 2026 and April 2027	General Manager People & Culture
	Review, update, and maintain cultural protocol resources on SharePoint, including guidance for Acknowledgement of Country and Welcome to Country	March, June, September and December 2026 and 2027	General Manager People & Culture
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	Monitor June 2026 and 2027	RAP Executive Sponsor
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Monitor in June and December 2026 and 2027	General Manager People & Culture

Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	RAP business leads and First Nations working party to participate in an external NAIDOC Week event.	First week in July 2026 and 2027	RAP Executive Sponsor
	Annually communicate to employees' access to Cultural Leave and actively encourage participation in NAIDOC Week events by reviewing HR policies and procedures to remove barriers.	June 2026 and 2027	General Manager People & Culture
	Promote, support and encourage all staff to participate in external NAIDOC events	June 2026 and 2027	RAP Executive Sponsor
	In consultation with First Nations stakeholders, support two external NAIDOC week events each year.	June 2026 and 2027	Manager Community Strategy
	Communicate and make accessible a list of cultural events and celebrations around Queensland and encourage participation	June 2026 and 2027	Senior Advisor First Nations programs
8. Strengthen organisational understanding and respect for First Nations Cultures, histories and communities through sharing First Nations community profiles across the business.	Continue to ensure community profiles are shared and accessible to all staff and integrated into organisational practices for internal use to improve cultural awareness and confidence amongst employees, supporting consistent, respectful engagement across teams and regions, better informed planning, service delivery and decision making.	April, July, October and December 2026 and 2027	Senior Advisor First Nations programs
	Collaborate with First Nations working party to identify, develop and implement initiatives that strengthen cultural safety across Energy Queensland, ensuring workplaces are inclusive, respectful and reflective of First Nations cultures.	June 2026	General Manager People & Culture
9. Build cultural safety for First Nations employees by incorporating respectful representations of culture in Energy Queensland worksites and assets.	Continue to incorporate First Nations artwork and cultural symbols in new or refurbished sites.	June 2026 and 2027	General Manager Property & Security
	Develop a process for engaging artists and providing briefs/EOI to procure authentic First Nations artwork		General Manager People & Culture
	Incorporate Welcome to Country/smoking ceremony at official opening of new and refurbished sites.		General Manager Property & Security



Case Study 3: First Nations Apprenticeship Forum – Empowering future energy leaders

Energy Queensland is committed to creating culturally safe, inclusive, and empowering pathways for Aboriginal and Torres Strait Islander peoples across the energy sector. In February 2024, Energy Queensland hosted its inaugural First Nations Apprentices Forum an initiative designed to strengthen support for First Nations apprentices and amplify their voices in shaping the future of the workforce.

With 34 First Nations apprentices currently in the program, the forum provided a dedicated space for apprentices to share their experiences, challenges, and aspirations. It also served as a platform to co-design improvements to recruitment, training, and support systems.

The forum brought together First Nations apprentices from across Queensland many meeting face-to-face for the first time. This gathering fostered a strong sense of connection, belonging, and shared purpose. It also reinforced that First Nations apprentices are not only part of the workforce but also valued customers and community members.

The initiative was led by a team where 8 of the 12 staff were First Nations employees, ensuring cultural knowledge and lived experience guided the process. Culturally safe feedback sessions allowed apprentices to speak openly, without being in the minority, and helped shape meaningful, community-informed solutions.

The forum led to several key outcomes:

- 100% retention rate of graduating First Nations apprentices
- 100% progression within expected timeframes
- 34% increase in First Nations apprenticeship applications
- Enhanced support for literacy, numeracy, and exam preparation
- Career conversations for final-year apprentices
- Cultural awareness training for Apprentice Group Leaders

This initiative built trust through culturally safe spaces and open dialogue, addressed barriers through tailored support and mentorship and embedded First Nations leadership in program design and delivery.

In January 2025, Energy Queensland also piloted the Positive Pathways Program in Raceview, offering hands-on learning, industry exposure, and certification training to First Nations job seekers. This program further bridges the gap between community and industry, creating real employment pathways.

This initiative built trust through culturally safe spaces and open dialogue, addressed barriers through tailored support and mentorship and embedded First Nations leadership in program design and delivery. Whilst fostering connection across regions and roles, strengthening internal networks and acknowledging past inequities and action to create inclusive, future-focused solutions.

The First Nations Apprentices Forum and Positive Pathways Program are powerful examples of reconciliation in action. By listening to apprentices, investing in their development, and embedding cultural safety into every stage of the journey, Energy Queensland is building a stronger, more inclusive workforce - one that reflects and respects the communities we serve.

Case Study 4:

Midday Yarnin' – Creating space for historical acceptance, healing, and cultural learning

Launched as a grassroots initiative by Energy Queensland's First Nations Working Party, Midday Yarnin' has become a powerful platform for cultural education and connection. Held monthly, these virtual lunchtime sessions begin with an Acknowledgement of Country and is grounded in cultural protocols. The sessions honour the lived experiences of First Nations peoples, with speakers sharing personal stories of identity, loss, resilience, and healing. Topics are approached with care, and support services such as EAP are promoted to ensure psychological safety. The Midday Yarn provides the opportunity for First Nations employees and allies to share lived experiences, explore complex topics, and deepen understanding across the organisation.

Each session is hosted by First Nations leaders and our Executive Sponsor and features guest speakers from across the business and community. Topics are chosen to reflect both historical truths and contemporary realities, with some sessions focusing on Misplaced Mob, exploring identity, disconnection, and reconnection, Stolen Wages unpacking economic injustice and intergenerational impact, Stolen Generations trauma, and resilience.

Midday Yarnin' fosters genuine connection between First Nations and non-Indigenous employees. By creating a space for open, respectful dialogue, the sessions build empathy, trust, and a shared understanding. The initiative has also strengthened internal networks, with many participants reporting a greater sense of belonging and cultural safety at work.

Midday Yarnin' has created opportunities for:

- First Nations voices to lead cultural education across the business
- Non-Indigenous employees to learn directly from lived experience
- Emerging leaders to share their stories and shape organisational culture
- Ongoing professional development, with sessions contributing to cultural capability uplift



Midday Yarnin' has built mutual respect through storytelling and shared learning, elevated First Nations voices and experiences within the workplace, embedding cultural learning into the rhythm of the organisation. Bringing people together across roles, regions, and backgrounds and encouraging historical acceptance through acknowledgement of past injustices.

Highlights

- Consistent monthly attendance, with growing engagement across the business
- Diverse topics reflecting both historical and contemporary issues
- Culturally safe facilitation by First Nations leaders and allies
- Positive feedback from participants, with many citing the sessions as a highlight of their professional development.

Midday Yarnin' is more than a conversation it's a commitment to truth, respect, and reconciliation. By creating space for courageous storytelling and deep listening, Energy Queensland is fostering a workplace culture where First Nations voices are heard, valued, and central to our shared journey. As we continue to grow, Midday Yarnin' will remain a cornerstone of our cultural capability and reconciliation efforts.

I just watched the Midday Yarn for the Stolen Generation. It really moved me, and I wanted to tell you. I'm a white Australian; (it was powerful to hear those stories and realise how deeply this part of our history still impacts our Indigenous communities. It's very confronting but necessary. The pain, strength and resilience of First Nations communities is something that we all need to make space for. It reminded me that listening and learning is an important step towards respect and reconciliation. Even though I will never understand the pain our First Nations people went through, I'm genuinely grateful to have the chance to reflect on it and make space to learn more about our intertwined histories, good and bad.

Anonymous

Left: Chris Samuelsson, Senior Advisor First Nations programs, Karina Hocke, Senior Advisor First Nations Engagement and Tommy Sebasio First Nations Engagement Advisor.

Opportunities

Our organisation values creating opportunities for Aboriginal and Torres Strait Islander peoples, organisations, and communities because it strengthens cultural inclusion, drives social and economic equity, and enhances our ability to deliver services that reflect the communities we serve. By prioritising employment, professional development, retention, procurement, and equitable access to systems and processes, we not only support an equitable society more broadly but also build a culturally competent workforce and sustainable partnerships that align with our core business objectives and reconciliation commitments.

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Continue to build a clear understanding of current Aboriginal and Torres Strait Islander workforce representation to inform targeted employment strategies and professional development opportunities that support career progression and retention.	September 2026 and 2027	General Manager People & Culture
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	October 2026	General Manager People & Culture
	Investigate a First Nations Leadership Development cohort to grow and support emerging First Nations leaders within Energy Queensland.	December 2026	General Manager People & Culture
	Continue to promote the position of Power Station Attendant to First Nations peoples of all genders.	June 2026 and 2027	General Manager Operations Substations
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	July 2027	General Manager People & Culture
	Maintain divisional targets for the employment, retention and /or development of First Nations employees	July 2026 and 2027	General Manager People & Culture
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Monitor in July 2026 and 2027	General Manager People & Culture
11. Develop employment pathways with Aboriginal and Torres Strait Islander people to support skill development and engagement within our industry.	Commit 10% of apprentice intake to positions for First Nations peoples.	October 2026 and 2027	Deputy Chief Operating Officer
	Investigate and establish formal partnership with a First Nations led or community focused organisation/s to co-design and deliver culturally safe, strength-based programs that create meaningful employment opportunities for First Nations youth across Queensland.	December 2027	Deputy Chief Operating Officer
	Deliver two targeted programs specifically designed to engage and support First Nations peoples into trade and technical career pathways.	October 2026 and 2027	Deputy Chief Operating Officer
	Investigate and identify employment pathways for Aboriginal and Torres Strait Islander peoples who may not meet selection criteria	December 2026	Deputy Chief Operating Officer
	Continue delivering and expanding access to the national certification for Certificate II in Electrotechnology to employees, recognising and formalising their skills through tertiary accreditation.	October 2026 and 2027	General Manager Operations Substations
	Investigate establishing cadetships/traineeships for Aboriginal or Torres Strait Islander students to support education pathways into employment	September 2026	Deputy Chief Operating Officer
	Ensure retention of First Nations apprentices, who graduate in line with Energy Queensland criteria for successful completion, in permanent opportunities.	October 2026 and 2027	Deputy Chief Operating Officer
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	July 2026	General Manager People & Culture

Action	Deliverable	Timeline	Responsibility
12. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Review and continuously promote Energy Queensland's First Nations procurement policy.	October 2026 and 2027	General Manager Procurement & Supply
	Continue to optimise the Supply Nation membership.	May 2026 and 2027	General Manager Procurement & Supply
	Continue to educate and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	April, July, October January 2026 and 2027	General Manager Procurement & Supply
	Continue to adapt procurement practices to identify and remove barriers to procuring goods and services from First Nations businesses	June 2026 and 2027	General Manager Procurement & Supply
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses and seek feedback to understand experiences working with Energy Queensland.	June 2026 and 2027	General Manager Procurement & Supply
13. Establish greater focus on measuring and increasing First Nations procurement within the organisation.	Define addressable spend and establish the baseline First Nations businesses for Energy Queensland	June 2026	General Manager Procurement & Supply
	Drive targeted procurement to increase First Nations Business engagement	December 2026	General Manager Procurement & Supply
	Enhance transparency, accountability and engagement in First Nations procurement by creating tools and processes that provide clear visibility of performance and opportunities.	April 2026	General Manager Procurement and Supply
	Increase engagement with First Nations businesses by prioritizing their inclusion in procurement activities through operations contracts, ensuring businesses on the approved panel are actively considered and appointed where possible.	July 2026 and 2027	Deputy Chief Operating Officer

Governance

Action	Deliverable	Timeline	Responsibility
14. Establish and maintain effective governance structures to support the delivery of RAP commitments (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RAP Business Leads group	March, June, October and December 2026 and 2027	RAP Executive Sponsor
	Review Terms of Reference for the RAP Business leads and First Nations working party	July 2026	General Manager People & Culture
	Meet at least four times per year to drive and monitor RAP implementation.	March, June, October and December 2026 and 2027	RAP Executive Sponsor
15. Provide appropriate support for effective implementation of RAP commitments.	Review and Define resource needs for RAP implementation.	June 2026	General Manager People & Culture
	Continue to engage senior leaders and other staff in the delivery of RAP commitments.	July 2027	RAP Executive Sponsor
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	March 2026	General Manager People & Culture
	Maintain an internal RAP Champion from senior management.	January 2026	General Manager People & Culture
16. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	General Manager People & Culture
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	General Manager People & Culture
	Report RAP progress to all staff and senior leaders quarterly.	April, July, October and January 2026 and 2027	General Manager People & Culture
	Publicly report our RAP achievements, challenges and learnings, annually.	October 2026 and 2027	General Manager People & Culture
	Participate in Reconciliation Australia's biennial Workplace RAP Barometer for the second time, building on our previous participation to help us measure progress, identify areas for improvement, and strengthen our impact. This will provide valuable insights into how our reconciliation efforts are being experienced by our people and guide our continued growth as a culturally capable organisation.	August 2026	RAP Executive Sponsor
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	December 2027	General Manager People & Culture
17. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	October 2027	General Manager People & Culture



