



Energy Queensland Reconciliation Action Plan

July 2023 – July 2025





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 second 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.

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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.

A message from our CEO

I'm proud to share Energy Queensland's Reconciliation Action Plan 2023–2025. As our second RAP, this Plan represents an ongoing commitment to playing a meaningful and active role in 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 history.

At Energy Queensland, this means building strong connections, learning from First Nations peoples and cultures, centring on the aspirations of First Nations communities, and working together to safely deliver secure, affordable and sustainable energy solutions.

Over the life of this plan, we intend to focus on three key areas:

- education for employees to strengthen cultural capability
- employment pathways for First Nations peoples
- meaningful engagement with First Nations customers and communities as we implement the Queensland Energy and Jobs Plan

As we take action to implement this Plan, we remain committed to collaborating with First Nations peoples and communities to ensure our actions align with our intent. We will engage respectfully, listen with the intent to understand, and we'll adjust our approach as needed to ensure that this Plan is more than words on a page, but a relevant and effective contribution to reconciliation.

I extend my thanks to the many people who shared their feedback, thoughts and ambitions to build this RAP and I look forward to your continued contributions as we bring this plan to life.



Peter Scott
Chief Executive Officer

Peter Scott (far left) and his Executive Leadership Team proudly wearing Energy Queensland's First Nations shirts during National Reconciliation Week 2023.



“We remain committed to collaborating with First Nations peoples and communities to ensure our actions align with our intent.”

A message from Reconciliation Australia

Reconciliation Australia commends Energy Queensland Limited on the formal endorsement of its second 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 close to 3 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 2,200 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.

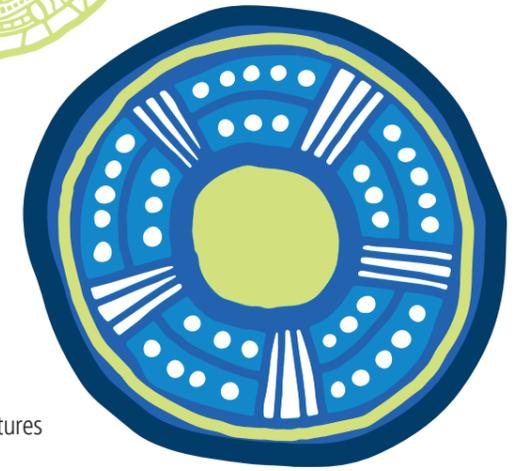
The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

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 second Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





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 history.

At Energy Queensland, this means building strong connections, learning from First Nations peoples and cultures, centring on the aspirations of First Nations communities, and working together to safely deliver secure, affordable and sustainable energy solutions.

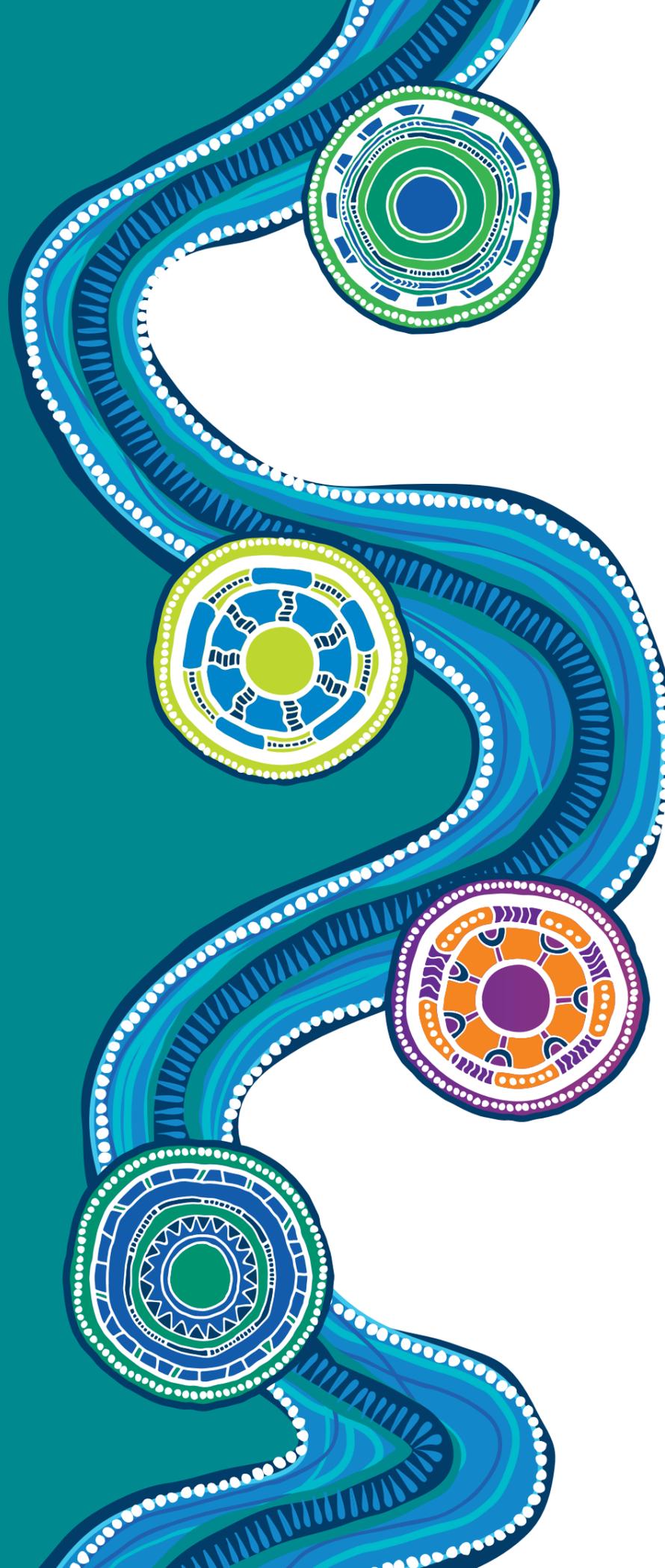
Throughout discussions on the vision for our RAP, with our RAP leads and employee working party, we heard first and foremost the importance of First Nations and non-First Nations peoples working in partnership to build a reconciled future.

Our conversations highlighted the importance of having a shared acceptance and acknowledgement of history. We agreed on the importance of respect and appreciation for First Nations knowledge and peoples, and working toward a future where all Australians are proud to share in celebrating Aboriginal and Torres Strait Islander cultures.

Our discussions explored our desire to ensure that Energy Queensland's ongoing work in Queensland's remote and isolated communities especially is developed and delivered with a high-level of engagement and partnership with the First Nations customers and communities at the forefront.

We aspire to a reconciled Australia where First Nations peoples feel safe and proud to be their whole selves, both at work and in the wider community, where they feel heard, understood and supported to use their voice to lead the way.

With 2.3 million customers connected to our electricity networks, and over 750,000 electricity retail customers, as well as the physical presence of our workforce and assets across Queensland, we see an enormous opportunity to positively influence reconciliation.



Our business

Energy Queensland is Australia's largest, wholly government-owned electricity company.

Our 'poles and wires' businesses, Ergon Energy Network and Energex deliver electricity across Queensland. We energise the lives of more than five million Queenslanders through more than 200,000 kilometres of electricity networks, and 33 stand-alone microgrids.

Our retailer, Ergon Energy Retail, sells this electricity customers throughout regional Queensland, with generation, energy trading and retailing capabilities. Our customer numbers make us the fourth largest retailer in the National Electricity Market (NEM). Yurika provides integrated solutions in energy and infrastructure, energy supplies, metering, telecommunications, and digital services to connect its customers to a sustainable energy future.

We energise Queensland communities from Tweed River to Torres Strait and from Brisbane across to Birdsville, and through Yurika's services, to a growing national footprint. In Queensland we have 17 service areas ranging from the Far North Queensland to the Gold Coast. This includes three customer solutions centres, 118 service depots and offices, three Network Control Centres and 33 stand-alone power stations across the state.

The critical role Energy Queensland plays in energising communities provides a unique opportunity to incorporate initiatives within our RAP that strengthen our connections with Aboriginal and Torres Strait Islander peoples and communities. As Queensland progresses to carbon neutrality in line with the Queensland Government's Energy and Jobs Plan, Energy Queensland will have significant opportunities to partner in building a sustainable future. An important action in the Plan is clean energy for remote and First Nations communities, who currently (being isolated from the main grid) largely rely on our stand-alone diesel power stations for their electricity.

8,200
employees

766,000
retail customers

546 graduates and apprentices

3% First Nations employees

2.3 million
connected customers

247
First Nations employees

Our RAP

Energy Queensland's first RAP, our First Nations Connections Plan, enabled our business to better understand how to strengthen relationships, put respect into actions, and operate in our sphere of influence. In this RAP, we hope to embed those learnings through meaningful, sustainable ways of working that progress reconciliation and strengthen relationships with Aboriginal and Torres Strait Islander peoples and communities.

Darren and Wayne of Ergon Energy's Herbert Field Delivery team join students at NRL Cowboys House in Townsville. NRL Cowboys House provides supported accommodation for 104 young Aboriginal and Torres Strait Islander men and women from remote communities, removing distance as a barrier to their secondary education.



Reflecting on our first RAP

Our first RAP guided us through the initial steps of our reconciliation journey. Our key achievements included:

- strengthening the networks of employees connected with driving this work, through our RAP leads group and employee working parties
- improving our understanding of First Nations history in Australia, through Living Under the Act workshops
- growing our familiarity with cultural protocols
- improving our understanding of cultural safety and taking up opportunities to improve recognition of First Nations peoples and cultures across the business
- beginning our relationship with CareerTrackers and welcoming several interns to our business
- establishing an Indigenous Procurement Policy
- growing our support of First Nations community organisations through our sponsorship program

We have adopted the philosophy of "move at the speed of trust".

While we made positive inroads with a range of actions, we also experienced the complexity of implementing sustainable solutions in other areas. We have prioritised doing work meaningfully and aligning activities to our core business, which involved rescoping a number of deliverables during our first plan. We have adopted the philosophy of "move at the speed of trust", centring respect and relationships as critical to implementation. The capability of our RAP leads has grown significantly over the past three years as we implemented our first RAP, with a great level of enthusiasm and energy to progress our work further in our second RAP.



During our first RAP, we sought to incorporate symbols of First Nations culture across our organisation and asset. This vehicle has joined the fleet in South East Queensland, proudly reflecting the artwork featured on our first Reconciliation Action Plan.





Our RAP Leads Group

Our RAP is sponsored by our Executive General Manager of the Corporate Services division. We have reshaped our RAP leads group to include greater representation of First Nations employees, with four people from our First Nations Working Party of employee volunteers now joining the leads group to enable them to play a greater role in guiding this work.

Our RAP Leads group:

- EGM Corporate Services
- First Nations Working Party Executive Sponsor
- First Nations Working Party Lead
- Senior Advisor First Nations Programs
- Senior Advisor First Nations Engagement
- Senior Advisor Diversity, Equity and Inclusion
- Manager Community Strategy
- Manager Technical Training & Apprentices
- Manager Cultural Heritage
- Manager Strategic Sourcing
- Manager Strategy & Reporting (Property)
- GM Operations (Network)
- Manager Isolated Networks
- Portfolio Officer (Working Party representative)
- Technical Service Person (Working Party representative)
- Apprentice Program Leader (Working Party representative)

Approaching our second RAP

As a business, we are committed to playing our part in reconciliation. We recognise the importance, and the many benefits, of building respectful and meaningful connections with First Nations peoples and communities. This RAP represents our approach over the next two years.

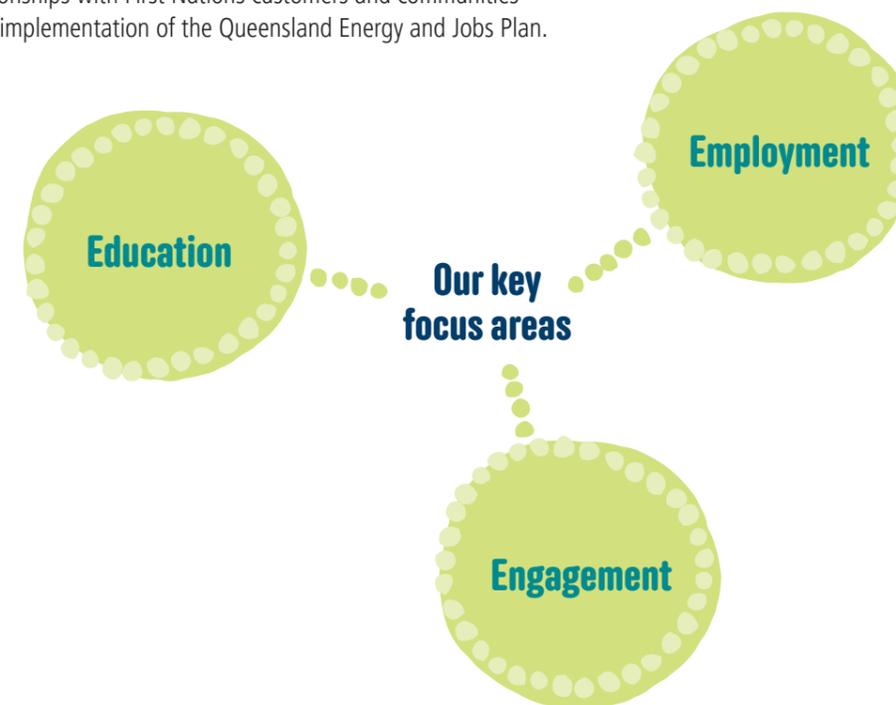
In developing our second RAP, we have prioritised the perspectives of our First Nations employees and deliverable owners in identifying the opportunities for our business. Workshops were held with our employee working group, and our RAP leads group to identify our vision and key focus areas. The growth in the experience of our deliverable owners means they are now more aware of how to meaningfully progress relationships, respect and opportunities within the scope of our core work.

Acknowledging the importance of progressing reconciliation across our whole organisation, we did not want to confine input to those most familiar with Energy Queensland's RAP activities. All employees were provided with the opportunity to give input into the key focus areas for this RAP through an employee survey, with education, race relations, community engagement and employment emerging as the most important focus areas.

While our deliverables are wide ranging, we see the greatest opportunity to progress reconciliation in:

- developing a more holistic approach to cultural learning and building capability amongst all employees
- improving employment pathways for First Nations peoples
- strengthening relationships with First Nations customers and communities in conjunction with implementation of the Queensland Energy and Jobs Plan.

We have prioritised the perspectives of our First Nations employees and deliverable owners in identifying the opportunities for our business.



Relationships

We recognise the importance, and the many benefits, of building respectful and meaningful connections with First Nations peoples, customers, and communities. In energising Queensland communities, we commit to putting people at the heart of what we do, and building sustainable, respectful relationships between First Nations and non-First Nations peoples as a core focus of this plan.



Ergon Energy was a proud sponsor of the 2023 Cairns Indigenous Art Fair, featuring the works of Queensland's finest First Nations creatives. It's one of a range of sponsorships and partnerships we've established with organisations focused on promoting First Nations culture, art, and storytelling.



Chris (left) and Margaret (right) join Mario (centre) at the 2022 Mabo Day celebrations in Rockhampton on the 30th anniversary of the Mabo Decision. Ergon Energy was proud to support this event in 2022 as one of a range of grassroots, community initiatives.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1. Evolve Energy Queensland's model for engagement in the isolated communities to advance our First Nations Community Engagement Strategy.	December 2023	Manager Community Strategy
	2. Continue to engage with customers in First Nations communities through in-person visits from Retail team representatives to provide customer support and assistance, alongside energy literacy education. Continue to build and maintain trusting relationships in all communities over the life of the plan.	Monitor in June 2024, 2025	Manager Customer Inclusion
	3. Invest 5% or more of our overall community investment into initiatives that support First Nations identity/culture, inclusion and wellbeing, and/or economic participation/outcomes (incl career pathways and energy literacy). Where possible, utilise these as employee community participation / cultural immersion opportunities.	Monitor in September 2023, 2024	Manager Community Strategy
	4. Utilise Energy Queensland's Customer and Community Council to discuss key strategies for First Nations customers and update on the progress on this plan's deliverables.	Monitor in September 2023, 2024	Manager Customer Advocacy
2. Explore the benefits of advancing Queensland to net zero emissions with clean, reliable and affordable energy solutions with our regional and remote First Nations communities.	5. Support First Nations communities in the clean energy transition, with advocacy and engagement support through the design of the Queensland/Federal Government's First Nations Clean Energy Strategy and outwork the strategy's engagement actions for the decarbonisation of the isolated networks (where relevant to Energy Queensland).	Monitor in December 2023, 2024 and June 2024, 2025	Manager Community Strategy
	6. Coordinate/undertake engagement initiatives to support First Nations energy literacy outcomes including in energy use/demand profile (affordability); electrical safety awareness; a customer/community led transition to renewable energy (in isolated communities).	Monitor in June 2024, 2025	Manager Community Strategy
3. Build relationships through celebrating National Reconciliation Week (NRW).	7. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024, 2025	GM Human Resources
	8. RAP leads group members to participate in an external NRW event.	27 May- 3 June, 2024, 2025	RAP Executive Sponsor
	9. Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2024, 2025	RAP Executive Sponsor
	10. Organise at least one NRW event each year.	27 May- 3 June, 2024, 2025	First Nations Working Party Lead
	11. Register all our NRW events on Reconciliation Australia's NRW website.	May 2024, 2025	GM Human Resources

Action	Deliverable	Timeline	Responsibility
4. Promote reconciliation through our sphere of influence.	12. Develop a communications plan to promote reconciliation internally and externally, with linkages to Energy Queensland's core work and RAP commitments.	July 2023	GM Corporate Affairs
	13. Implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	Monitor in December 2023, 2024 and June 2024, 2025	GM Human Resources
	14. Communicate our commitment to reconciliation publicly.	Monitor in December 2023, 2024 and June 2024, 2025	GM Corporate Affairs
	15. Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Monitor in December 2023, 2024 and June 2024, 2025	Manager Customer Advocacy
	16. Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	Monitor in June 2024, 2025	GM Human Resources
	5. Promote positive race relations through anti-discrimination strategies.	17. Continuously improve HR policies and procedures concerned with anti-discrimination.	Monitor in June 2024, 2025
18. Implement, and communicate an anti-discrimination policy for our organisation.		June 2024	GM Human Resources
19. Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to continuously improve on our anti-discrimination policy.		Monitor in June 2024, 2025	GM Human Resources
20. Educate senior leaders on the effects of racism.		December 2024	GM Human Resources



Rockhampton's Alma Street office hosts local First Nations market stallholders during NAIDOC week in 2022.



Chris and Francois display new Acknowledgement of Country signage. In 2022, Energy Queensland erected this signage in offices and depots during National Reconciliation Week as an act of respect and recognition of First Nations peoples.

Respect

As the oldest living cultures on earth, we hold a deep respect for the histories and achievements of First Nations peoples. We seek to learn from First Nations peoples and cultures, and build knowledge and understanding amongst our workforce, further deepening cultural appreciation and respect.



The Herbert Field Delivery team helped to establish a yarning circle complete with totem poles at NRL Cowboys House. The old poles were used for seating and totems which kids prepared and painted with cultural artwork. This initial in-kind project was the catalyst for the creation of a long-term partnership between Ergon and NRL Cowboys House.



Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	21. Review and refresh Energy Queensland's cultural learning needs analysis.	December 2023	GM Human Resources
	22. Develop, implement, and communicate a cultural learning strategy for our staff.	June 2024	GM Human Resources
	23. Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	June 2024	GM Human Resources
	24. Scope, develop and implement First Nations cultural capability education for whole of business.	June 2024	GM Human Resources
	25. Scope, develop and implement a greater representation of First Nations histories, cultures, and connection to the Queensland Energy Industry in Energy Queensland's onboarding program.	June 2025	GM Human Resources
	26. Provide Senior Leaders with access to cultural education and immersion activities, aligned to Energy Queensland's core work activities.	June 2025	RAP Executive Sponsor
	27. Provide opportunities for RAP Leads Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	June 2025	GM Human Resources
	28. Develop and share a list of cultural events and celebrations that take place in the Torres Strait and more broadly around Queensland.	June 2024	First Nations Working Party Lead
	29. Monitor employees' level of knowledge, cultural capability, and attitudes toward reconciliation through employee benchmarking survey.	June 2025	GM Human Resources
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	30. Increase employees' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Monitor in June 2024, 2025	GM Human Resources
	31. Review, refresh and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	December 2024	GM Human Resources
	32. Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year, including Management Forums.	Monitor in December 2023, 2024 and June 2024, 2025	GM Human Resources
	33. Include an Acknowledgement of Country or other appropriate protocols at the commencement of significant organisational forums.	Monitor in June 2024, 2025	GM Human Resources
	34. Develop community profiles for the key local communities Energy Queensland has a workforce presence in, to help educate employees on the history, practices, language, and customs of Traditional Custodians.	June 2025	First Nations Working Party Lead

Action	Deliverable	Timeline	Responsibility
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	35. Identify and implement opportunities for internal NAIDOC week celebrations.	First week in July, 2023, 2024	First Nations Working Party Lead
	36. RAP Leads Group to participate in an external NAIDOC Week event.	First week in July, 2023, 2024	RAP Executive Sponsor
	37. Continuously improve HR policies and procedures to support employee involvement in NAIDOC week.	Monitor in June 2024, 2025	GM Human Resources
	38. Promote and encourage participation in external NAIDOC events to all staff.	First week in July, 2023, 2024	GM Human Resources
	39. Support all staff to participate in external NAIDOC week events. Support attendance at four or more external events in areas where Energy Queensland has a significant presence, including: <ul style="list-style-type: none"> • Cairns • Townsville • Rockhampton • Brisbane 	July 2023, 2024	RAP Executive Sponsor
9. Build cultural safety for First Nations employees by incorporating respectful representations of culture in Energy Queensland worksites.	40. In consultation with First Nations stakeholders, support two external NAIDOC week events each year, including: <ul style="list-style-type: none"> • ROCKNAIDOC • Townsville NAIDOC Week 	June 2024, 2025	Manager Customer Inclusion
	41. Engage with First Nations employees on opportunities to incorporate First Nations artwork and cultural symbols in Energy Queensland worksites, workwear, vehicles etc.	Dec 2023	Manager Strategy & Reporting
	42. Incorporate First Nations artwork and cultural symbols in new or refurbished worksites.	June 2025	Manager Strategy & Reporting
	43. Incorporate Welcome to Country/Smoking Ceremony at official opening of new and refurbished sites.	Monitored in June 2024, 2025	Manager Strategy & Reporting



Employees proudly join Rockhampton's 2022 NAIDOC March.



Lisa, Kate and Fiona represent Ergon Energy Retail at Rockhampton's NAIDOC Week celebrations in 2022. Ergon Energy Retail have proudly sponsored ROCK NAIDOC since 2021.

Opportunities

We recognise the value of diversity and of ensuring the inclusion of First Nations peoples in Energy Queensland's workforce and broader operations. We are committed to partnering with First Nations peoples and communities to ensure access to opportunities are realised in culturally safe and inclusive ways.



Chris, with Bianca of BRACKS Indigenous Clothing. The introduction of the First Nations polos was met with unprecedented employee demand, resulting in an order of several hundred shirts from BRACKS.



Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	44. Continue to update understanding of current Aboriginal and Torres Strait Islander employees to inform future employment and professional development opportunities.	September 2023, 2024	GM Human Resources
	45. Engage with current Aboriginal and Torres Strait Islander employees to consult on our recruitment, retention, and professional development strategy.	December 2023	GM Human Resources
	46. Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	July 2024	GM Human Resources
	47. Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Monitored in July 2024, 2025	GM Human Resources
	48. Continuously review HR and recruitment procedures and policies to ensure no barriers to Aboriginal and Torres Strait Islander participation in our workplace	Monitored in March 2024, 2025	GM Human Resources
	49. Investigate opportunities to incorporate divisional targets for the employment, retention, and/or development of First Nations employees.	Monitored in July 2024, 2025	GM Human Resources
	50. Scope and implement dedicated employment pathways for First Nations peoples in Energy Queensland's key recruitment pipelines (i.e. Retail and Network call centres).	July 2024	GM Human Resources
	51. Continue to investigate opportunities to promote the position of Power Station Attendant to First Nations peoples of all genders.	Monitor in June 2024, 2025	Manager Remote and Embedded Generation
	52. Investigate establishing scholarships for Aboriginal or Torres Strait Islander students to support education in trade school.	Dec 2023	Manager Technical Training and Apprentices
	53. Develop and implement bespoke prevocational training opportunities to First Nations peoples.	Monitor in June 2024, 2025	Manager Technical Training and Apprentices
	54. Commit 10% of the apprentice intake to positions for First Nations peoples.	Monitor in September 2023, 2024	Manager Technical Training and Apprentices
	55. Investigate opportunities to provide the national certification for Power Station Attendant training – Cert II in Power Station Operation to employees to provide tertiary recognition of skills.	June 2024	Manager Remote and Embedded Generation
56. Ensure retention of all Aboriginal and Torres Strait Islander apprentices, who graduate in line with Energy Queensland's criteria for successful completion, in permanent opportunities.	Review in June annually	Executive General Manager Operations	

11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	57. Educate relevant procurement team members on the benefits of procuring from Aboriginal and Torres Strait Islander businesses.	Dec 2023	Manager Strategic Sourcing
	58. Implement and communicate Energy Queensland's Aboriginal and Torres Strait Islander procurement strategy.	June 2024	Manager Strategic Sourcing
	59. Investigate Supply Nation membership.	June 2024	Manager Strategic Sourcing
	60. Communicate with employees the benefits of working with First Nations owned businesses and how to identify Aboriginal and Torres Strait Islander suppliers.	June 2024	Manager Strategic Sourcing
	61. Engage with Aboriginal and Torres Strait Islander businesses on Energy Queensland's provider panels to seek feedback, understand experiences in working with Energy Queensland, and identify barriers in procurement practices.	Dec 2024	Manager Strategic Sourcing
	62. Continue to adapt procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	June 2025	Manager Strategic Sourcing
	63. Continue to develop commercial relationships with Aboriginal and Torres Strait Islander businesses.	Review in June 2024, 2025	Manager Strategic Sourcing
	64. Establish Energy Queensland's base line spend with Aboriginal and Torres Strait Islander owned businesses.	June 2024	Manager Strategic Sourcing
	65. Determine and communicate a spend target for procurement from Aboriginal and Torres Strait Islander businesses.	June 2025	Manager Strategic Sourcing



Andrea, Callum, Cameron, Conor, Karen, Scott and Jason represent Energy Queensland at the CareerTrackers Gala Awards evening in 2023. Through CareerTrackers, the business has welcomed five student interns, with several going on to take up permanent opportunities as part of the organisation's Graduate Program.

Governance

Action	Deliverable	Timeline	Responsibility	
12. Establish and maintain an effective RAP Leads Group to drive governance of the RAP.	66. Maintain Aboriginal and Torres Strait Islander representation on the RAP Leads Group.	Monitor in December 2023, 2024 and June 2024, 2025	RAP Executive Sponsor	
	67. Review and update a Terms of Reference for the RAP Leads Group	July 2023	GM Human Resources	
	68. Meet at least four times per year to drive and monitor RAP implementation.	September, December 2023, 2024 and March, June 2024, 2025	RAP Executive Sponsor	
13. Provide appropriate support for effective implementation of RAP commitments.	69. Define resource needs for RAP implementation.	July 2023	GM Human Resources	
	70. Engage our senior leaders and other staff in the delivery of RAP commitments.	Monitored in June 2024, 2025	RAP Executive Sponsor	
	71. Define and maintain appropriate systems to track, measure and report on RAP commitments.	September 2023	GM Human Resources	
	72. Appoint and maintain an internal RAP Champion from senior management.	July 2023	GM Human Resources	
14. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	73. 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.	30 June 2024, 2025	GM Human Resources	
	74. Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August 2023, 2024	GM Human Resources	
	75. Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2023, 2024	GM Human Resources	
	76. Report RAP progress to all staff and senior leaders quarterly.	Monitored in July, October 2023, 2024 and January, April 2024, 2025	GM Human Resources	
	77. Publicly report our RAP achievements, challenges and learnings, annually.	September 2023 and 2024	GM Human Resources	
	78. Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2024	GM Human Resources	
	79. Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	July 2025	GM Human Resources	
	15. Continue our reconciliation journey by developing our next RAP.	80. Register via Reconciliation Australia's website to begin developing our next RAP.	January 2025	GM Human Resources

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