

NOVEMBER 2020

RACQ

CONNECTING COMMUNITIES



RACQ



We know 2020 has been a year unlike any other, and the road ahead for our State will undoubtedly be laid with more challenges. This is why RACQ is committed to laying a strong, connected and sustainable road for our members and their communities long into the future.

Our inaugural *Connecting Communities* report showcases how we've helped secure healthier, safer and sustainable futures for Queenslanders.

I trust the stories within these pages will demonstrate how our communities can grow and come together.

Best,

David Carter
Group Chief Executive Officer



Our community, your Club

On the road, in the air, or in your home

RACQ has proudly helped Queenslanders get through some of life's toughest moments for more than 115 years. Whether it's cyclones, bushfires, floods or a pandemic, our purpose remains to make a positive difference to the lives of our members, and the communities in which they live.

We know the next 115 years will be a time of even greater challenges, upheaval and change for our community. This is why part of our broader strategy is to contribute to the United Nations' Sustainable Development Goals.

These 17 goals set out how every modern organisation must move forward to ensure the best outcomes for their communities.

While the goals have only been set since 2016, RACQ has naturally contributed towards these goals through its investment in road safety, the responsible development of new road and transport technologies and our commitment to be on the ground after catastrophic weather events. Our

sponsorship of local community groups and the extensive RACQ Air Rescue Network has ensured we support our members in all aspects of their life.

In the last 10 years alone, RACQ Foundation has actively helped disadvantaged families and community groups by providing more than \$10 million of funding and delivering targeted assistance projects for communities in need.

In just this year, we have risen to a challenge none of us ever predicted – a global pandemic. With a range of financial hardship supports made available to members, a fundraising effort to support The University of Queensland's COVID-19 vaccine and a change to RACQ Foundation grant criteria to support groups hit hard by the economic fallout, we have adapted what we do to meet the changing needs of Queenslanders.

This adaptability and community-first attitude is crucial to our ability to meet the United Nations Sustainable Development Goals and build a better future for every Queenslander. ■



RACQ's community education initiatives support UN Sustainable Development Goals:





Educating for life

As Queensland's leading road safety authority and advocate, RACQ is well placed to deliver education programs that help keep people of all ages safe and secure on our roads. We deliver a range of these programs free of charge to people throughout the state, striving to ensure that people in need and the disadvantaged are included.

Each year, RACQ delivers education programs to around 50,000 road users across all age groups, including some 40,000 school students.

State Government funding helps supplement the program so that RACQ can employ a team of trained educators to deliver important road safety programs in locations as far north as indigenous community Palm Island and as far west as Mount Isa and Camooweal. RACQ's comprehensive suite of education programs include tailored road safety and financial wellness content that benefits people from kindergarten age right through to our society's seniors.

In our school-based programs, we tailor content to suit the students' ages, developmental levels and the diverse environments in which they live. For example, different messages are needed for children who live in remote or country areas, where there is no public transport, roads are unsealed, wildlife on roads is common and highway travel speeds are the norm.

The flagship program Streets Ahead, which started in 2007, helps to prepare children from Prep School to Year 6 for the dangers they will encounter on the road. We use fun, interactive methods to teach these children the important basics of being safe while travelling as a passenger in a car, when crossing the road and while riding a bike.

With Streets Above, we extend the road safety message for primary school students by including an RACQ rescue

helicopter landing in the school grounds to revisit a real-life rescue story which highlights the importance of wearing a helmet and safety clothing when riding a bike.

RACQ's road safety program, Docudrama, is a powerful, engaging and interactive initiative designed to empower senior school students to make better, more informed choices both as a driver and a passenger. A 'mock crash' scenario is staged with the help of emergency services personnel and 'student actors' and the student community then explores real world strategies to help them stay safe in challenging situations.

"Delivering a range of community education programs with a road safety focus fits perfectly with RACQ's DNA and our philosophy of making Queensland roads a safer place for all."

*David Contarini,
RACQ Head of Community and Education*

Our Kids & Cars program targets primary and secondary carers, focusing on the importance of the proper use of child restraints and other behaviour in and around cars where young children are involved.

Through Driver IQ, Year 11 and 12 students are taught how to get and keep their licence, while making sure they don't become a crash statistic at an age which makes them among the most vulnerable on the road.

With the support of RACQ Bank, our school-based education programs have also been supplemented by Cash IQ, which teaches young people how to build good money habits, spend responsibly and save to prepare themselves for the future.

Meanwhile, RACQ's popular Years Ahead program, continues to be delivered to Queensland's older drivers. The content keeps them abreast of changes in legislation, refreshes their knowledge of road rules and helps them to brush up on their skills to stay safe on the road. We also provide information to help them transition away from driving when they are no longer able to do so safely.

By delivering this wide-reaching suite of education programs, RACQ aims to help make Queensland roads a safer place for the whole community. ■



Clearing a path for Indigenous students

RACQ has teamed with the Former Origin Greats (FOGS) organisation to deliver a program that helps Indigenous secondary school students to secure their driving licences and travel safely.

Under the Artie Academy Driver Licence Program, Year 10 and 11 students who are turning 16 are provided 10 hours of professional driving instruction, as well as financial assistance to help them get their provisional licence when they reach that point. There is an educational benefit as well, as participation in the program is linked to satisfactory academic results and school attendance.

Obtaining a driving licence is an important step in the path to gaining employment and securing financial stability, so a program such as this can have lifelong benefits for individuals, especially those who live in disadvantaged communities.

As an extension of this program, in one instance RACQ also gifted a car to a high school in an area of need. This meant the local Indigenous students had a dedicated vehicle that could be used for them to achieve the 100 hours of driving experience required before they could sit for their provisional licence.

Working with FOGS to help improve road safety and change the lives of young Indigenous Queenslanders is a perfect fit for RACQ.

"We believe this is a game-changer for young Indigenous people. The program helps Indigenous students to get their driving licence, travel safely and get the most out of their education."

David Contarini,
RACQ Head of Community and Education

Other community education activities

Road safety drama

By sponsoring the Queensland Theatre Company's Scene Project, we are able to convey important road safety messages to Year 9 and 10 students through an innovative drama format that requires them to improvise and act out scenes designed around a safety-inspired theme.

Police scholarship

RACQ is partnering with the Queensland Police Service to help fund scholarship opportunities for selected senior officers, allowing them to undertake advanced studies in law enforcement at the prestigious University of Cambridge. The course enhances the capacity of law enforcement agencies to apply up-to-date academic research to the strategic aspects of crime and policing.





RACQ's community health and wellbeing initiatives support UN Sustainable Development Goals:





Stepping up to save lives

For more than a quarter of a century, RACQ has sponsored a significant network of rescue helicopters in Queensland that collectively now completes more than 2000 rescue missions a year and, more recently, our sponsorship of air rescue services has been expanded.

As part of a long association with LifeFlight, the RACQ has extended its sponsorship to include a fleet of RACQ LifeFlight Air Ambulance jets. In recent times, these jets have been on standby to airlift suspected or confirmed cases of COVID-19, as well as other patients from regional Queensland. The jets can quickly relocate patients from regional centres to medical facilities that are able to provide a higher level of care, while also providing medical support en route.

Ideally suited to long-range patient transport in all kinds of weather, in normal times, the RACQ LifeFlight Air Ambulance jets can be deployed internationally to medically repatriate sick or injured travellers. Each Air Ambulance is a fully equipped 'flying intensive care unit', crewed by a captain, first officer, critical care doctor and a flight nurse.

RACQ originally connected with air rescue services because they are vital for saving lives in motor vehicle crashes, which typically make up around 30 percent of rescue missions. But our involvement now as a supporting

partner has a much deeper link in terms of the health impacts on our society. RACQ's funding helps to ensure that quick response medical care is available to people in need in any emergency across many areas of Queensland.

Air rescue services often transfer seriously ill or injured people from farms to hospital, or between hospitals. This rapid, professional aeromedical service is crucial to saving lives. Many rescues are carried out each year. These cover such emergency situations as people injured after a yacht capsizes in the ocean, to a person injured while bushwalking, a snakebite, shark attack, or airlifting sick or injured merchant seamen. These air rescue services, of course, continue to play a vital life-saving role where there is serious trauma due to crashes on Queensland roads.

It's been proven time and again that the speed of aeromedical intervention can have a big impact on a patient's chance of survival, as well as reducing the potential for permanent disability. This is particularly important in rural and remote communities, where there are fewer general medical services than in major cities.

Between them, the air rescue network provided by RACQ LifeFlight, RACQ Capricorn Rescue and RACQ CQ Rescue cover an area stretching from the southern end of the Gold Coast to Townsville in the north and Mount Isa in the north-west. ■

Supporting the battle against breast cancer

RACQ has for some years been proud to partner with the Mater Hospital as the major sponsor of the RACQ International Women's Day Fun Run, one of the hospital's largest fundraising initiatives to help with the treatment and support of breast cancer.

This year, more than 15,000 Queenslanders took part in the fun run to raise more than \$1 million for the Mater Chicks in Pink. The money raised will be used to fund important research into the causes and treatment of breast cancer, as well as providing practical support for women who are undergoing treatment.

In a fantastic show of support, RACQ members accounted for more than half of the fun run participants and collectively raised more than \$550,000 of the total.

The funds help Mater Chicks in Pink to provide women with mastectomy bras and wigs, as well as such tangible services as counselling, house-cleaning, financial support, and art and yoga therapy while they undergo breast cancer treatment. Funding also contributes to potentially life-saving breast cancer research.

These important services play a big role in helping to enhance the emotional wellbeing of women with breast cancer, and their families.



"We support this important, annual event because it marks International Women's Day, provides practical support for women's health and creates awareness of breast cancer risks among women of all ages."

David Contarini,
RACQ Head of Community and Education



Improving life for critically injured people



"The Hopkins Centre works in an important field. We're supporting the Centre to develop improved treatment and rehabilitation for people with severe injuries, often sustained in road crashes."

Andy Johnson,
RACQ General Manager, Claims

RACQ is an affiliate partner of The Hopkins Centre, supporting research in the areas of rehabilitation and severe disability. In particular, we sponsor events that focus on best practice research for rehabilitation following brain and spinal injuries.

This Centre's crucial work focuses on such issues as helping to assimilate people with brain or spinal injuries back into the community. For example, what happens after an injury is treated? Individuals may need to be supported for the rest of their lives, have their homes modified or need help to get back into the workforce.

Through its sponsorship, RACQ aims to increase the focus on rehabilitation work being done by researchers and clinicians. We want to do what we can to see practical solutions developed for people sustaining critical injuries, so they can resume a normal a life as possible.

Some of our other community health and wellbeing activities



Local sponsorships

Under its Local Sponsorship Program, the RACQ has helped to equip a Brisbane branch of 'Men's Shed', which supports the health and mental wellbeing of men in a positive environment. RACQ also delivers the Years Ahead older driver education program in association with Men's Shed.



Road Safety Awards

In association with the Centre for Accident Research and Road Safety, RACQ presents the Queensland Road Safety Awards to encourage and recognise community road safety initiatives developed by individuals and groups.



Workplace giving

RACQ staff are encouraged to donate through voluntary workplace giving programs to help social and health support services including LifeFlight helicopter rescue, Cerebral Palsy League, Guide Dogs for the Blind and the National Heart Foundation.



Staff programs

Within its human resources framework, RACQ has implemented a range of policies that focus on staff wellbeing, including flexible working arrangements, an employee assistance counselling program and domestic violence support.



RACQ's easing community hardship initiatives support UN Sustainable Development Goals:





Easing the financial burden in local communities

One significant way the RACQ Foundation gives back to Queensland is by providing financial assistance to community organisations affected by natural disasters, including cyclones, floods, fires and drought.

Since it launched in 2011, the Foundation has provided financial assistance totalling almost \$9 million to more than 200 community groups, clubs and charities throughout the state.

Last year alone, the Foundation approved more than \$1 million to help 25 community organisations in the state recover from the ravages of natural disaster. This included some \$400,000 for drought applications and approximately \$600,000 to help community groups in Townsville, following that city's devastating flood.

Timing is an important part of this grants program, as the Foundation often steps in to help when communities are at a turning point and vulnerable. Providing timely financial assistance to these community organisations and charities often can be the difference between 'make' or 'break' for clubs and individuals. Importantly, the support is far-reaching, with organisations from the south-east corner to the far north and west of the state amongst those receiving financial help.

The funding is used for a variety of projects, ranging from repairing netball courts and astronomy clubs to providing the opportunity for children living remotely in drought-impacted areas to join social and educational programs with regional museum and gallery visits.

More recently, the RACQ Foundation has extended financial assistance to include support for community organisations impacted by COVID-19.

"By providing financial assistance, the RACQ Foundation continues to make a big difference to disadvantaged communities in many areas of Queensland."

*Paul Turner,
Chief Communications Officer*

It is the collective contribution of RACQ's Queensland-wide membership of 1.8 million people that ensures funding is available to continue helping Queensland communities in need.

The RACQ Board has resolved to provide on-going funding will ensure the Foundation can do even more to help communities in Queensland, beyond times of natural disaster.

In particular the RACQ Board has

committed annual funds of \$1 million, or 5 percent of the organisation's surplus after tax, whichever is greater, to provide increased certainty for RACQ Foundation's future work. Even in a year where the organisation's results were impacted by weather and Covid-19, RACQ committed a further \$1m in funding. This funding will continue to help Queenslanders get back on their feet after catastrophic events such as Covid-19. ■

Helping struggling families get back on their feet

The RACQ Foundation has extended assistance to vulnerable community members through funding voucher and hay/fodder funding programs, delivered by supporting organisations in targeted areas such as those affected by severe drought.

Under these programs, the Foundation has worked with such groups as the Salvation Army, Rotary and Drought Angels to deliver financial support to farmers and rural workers to help them buy food for their families, pay bills and repair vehicles in households in remote areas impacted by drought.

For example, Salvation Army chaplains have delivered RACQ Foundation-funded EFTPOS cards to individuals in need across millions of square kilometres of the state, prepaid with up to \$2500 per families impacted by drought, flood and bush fires. This helps them to buy much needed household goods, while also stimulating expenditure in their local communities.

Meanwhile, Drought Angels, on behalf of the Foundation, has provided hay, other fodder and dog food supplies at Rural Day Off events to further help struggling rural communities.

“The voucher program is another way the RACQ Foundation can help rural and regional Queenslanders who have been affected by natural disasters.”

Bridgette Muller,
RACQ Senior Foundation Coordinator



Supporting disadvantaged communities



“Our Local Sponsorships Program helps grassroots organisations and charities in Queensland to fund initiatives in their communities.”

David Contarini,
RACQ Head of Community and Education

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RACQ's supporting Queensland farmers initiatives support UN Sustainable Development Goals:





Helping hand when needed most

It's appropriate that the activities of the RACQ Foundation, which was formed to help Queensland communities recover following natural disasters like cyclones, floods, fires and drought, have been extended to include specific community assistance projects for regions in need.

The volunteering project has a simple philosophy of lending a much needed helping hand to communities doing it tough. Assistance Projects have been completed in Longreach, Cunnamulla, Charleville, Morven, Kingaroy, Townsville, Julia Creek and Cloncurry with more projects planned in 2020 and beyond.

In each case, the RACQ Foundation funds and coordinates teams of volunteers including RACQ mechanical, non-mechanical, financial planning, information technology and educational staff, as well as workers from various trades, to provide help on the ground to farmers and their families who have been significantly affected by severe climate events.

Amongst other things, the Assistance Project teams repair farm machinery and vehicles; help with fencing, home repairs and maintenance; aid in the removal of flood debris and restore community club houses; lend a hand with

feeding livestock and other daily farming tasks; as well as provide IT assistance, financial wellbeing advice and emotional support. Qualified representatives from trades including plumbing, electrical and carpentry, sourced through RACQ's Insurance Building Panel, extend the range of services that can be provided during these projects.

"It's wonderful to see the Foundation's Assistance Projects helping disadvantaged farmers and their families and the communities in which they live re-establish themselves in Queensland after a natural disaster."

*Bridgette Muller,
RACQ Senior Foundation Coordinator*

These assistance projects provide face-to-face help to regional and rural people who are facing hardship, often battling against great odds to keep their farms and businesses going. With the project teams spending quite a bit of time in these local communities, the financial benefits of these projects also flow into the economies of regional towns. Projects also provide a shot in the arm for community spirit.

Last year alone under this Foundation program, more than 90 volunteers worked to help 33 rural properties and 10 community groups.

The RACQ Foundation's Assistance Projects continue to provide hands-on assistance to help disadvantaged people in rural communities move beyond devastating events that can cripple local economies. ■



Community farming in the city

It's not every day that you see a 3000 square metre farm operating in the centre of a suburban racecourse, but Brisbane has one very productive farm like this, and it's supported by the RACQ.

The Green P Community Farm, located on disused land that's surrounded by the Deagon Racecourse, provides arable land for more than 100 community members with different backgrounds, including new arrivals and refugees, to grow food and medicinal crops for their own use.

With the support of RACQ's Local Sponsorship Program, the farming community has been able to buy new equipment and pay water and compost collection charges.

The farm runs a major composting project, collecting coffee grounds and food scraps weekly from local cafes, as well as mixing grass clippings and horse manure from the racecourse. The project diverts more than 9 tonnes of waste from the region's landfill each year.



"It's great to support this sustainable farm which has such a strong connection with the local community."

David Contarini,
RACQ Head of Community and Education



RACQ's innovation and community development initiatives support UN Sustainable Development Goals:





Influencing Queensland's mobility future

The world is changing and so too are its transport needs.

Last year, the RACQ acquired Brisbane's major automotive testing facility from the State Government and with a \$23 million investment is now developing the RACQ Mobility Centre of Excellence, the flagship of our organisation's approach to 'smart mobility' solutions.

The current 45-hectare facility has six purpose-built driving zones and associated infrastructure. We will develop and position the new Centre as a world-class facility offering safe, reliable testing of connected and autonomous technology, product validation, education, driver training and facilities to support mobility innovation.

The Centre will provide a balance between community and commercial use, promoting driver safety and best practices. RACQ's Mobility Centre of Excellence will be the first facility of its kind in Queensland and there will be a strong focus on developing transport that is greener, faster and cheaper.

The RACQ will operate the Centre under three guiding principles that combine to promote safer drivers in safer vehicles on safer roads:

- Vision Zero, fostering a safe systems approach to road safety.
- Proving Ground, facilitating testing and certification of safety-enhancing technologies.
- Smart Mobility, supporting the development of research and ideas that contribute to a safer future.

Ultimately, the new state-of-the-art driver training and educational part of the facility will help to provide a broad, positive impact on reducing crashes, injuries and deaths on Queensland roads. The Centre will be able to cater for a wide range of users and high-risk groups.

With significant resources on tap, the Centre will be able to replicate real-world conditions, including city intersections, highways, rural towns and off-road terrain, providing an ideal, controlled environment to assess vehicle technologies and guide driver education and behaviour.

We are forming collaborative partnerships with industry, government and academia to focus on advanced research in mobility innovation, as keeping pace with the rapid rate of transport disruption is a challenge globally for industry and governments alike. Issues such as autonomous vehicles, intelligent transport systems, future infrastructure design and assessment of applicable transport standards will all be handled under the auspices of the Centre.

By taking the lead and developing this world-class

Centre of Mobility Excellence, the RACQ will ensure it is an active participant in the evolution of transport safety and mobility technologies for the benefit of the Queensland community. ■

"At RACQ, we're pioneering the future of smart mobility solutions. New technologies are changing the way people travel and think about mobility and we're committed to helping shape Queensland's future."

*Rebecca Michael,
Head of Public Policy*

Potential to change lives around the world



Since it started in 1905, RACQ has always been there to help Queenslanders get back on their feet.

With the COVID-19 pandemic gripping the world, RACQ has committed resources to help the University of Queensland's leading-edge vaccine research program in its efforts to develop protection against this deadly virus.

The Club has donated \$100,000 to the vaccine development program and encouraged its members to donate, securing a further \$100,000 in funding.

RACQ believes this is a very practical and effective way to support its 1.8 million members and the wider Queensland community now and beyond the immediate impacts of the COVID-19 health crisis.

"It's more important now than ever before that we help the brightest minds in our state find ways to protect the most vulnerable now and into the future."

David Carter,
RACQ Group CEO

The financial support was made possible by redirecting funds that would have been used for several community events during the year that had to be cancelled because of the pandemic and will help to fast-track development of the vaccine.

Whether it's a natural disaster or a major health crisis, the RACQ has always taken great pride in helping the Queensland community in times of need.



Supporting innovation in regional Queensland

RACQ for 10 years has been providing financial, technical and staffing support for the Fraser Coast Technology Challenge, a major regional event that encourages participants to prepare, organise and race a human powered vehicle alongside other competing Queensland students. Teams learn about using innovation and technical skills, nutrition, exercise and teamwork in the lead-up and participation of the event.

The Technology Challenge focuses on high school groups across Queensland, who work with teachers and local businesses to fundraise, design and test environmentally-friendly, human-powered vehicles (HPV), then bring them to a major event to compete in a 24-hour HPV endurance race.

Skilled technical staff from RACQ help organisers develop safer design requirements and scrutineer the vehicles at the race, while other RACQ personnel provide event support to make sure the school children can take part in a safe environment while learning about innovation, mobility, the environment and the spirit of good competition.

Some 2000 children, forming more than 100 teams, participate in this annual, high-profile, regional event, which also provides economic benefits for local businesses.

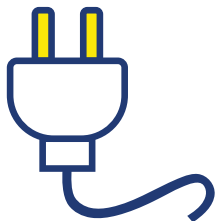


"It's great to help kids from all over Queensland take part in a major community event. Often they're from small country towns with few resources."

Rebecca Michaels,
Head of Public Policy



Some of our other innovation and community development activities



EV charging stations

In 2019, RACQ sponsored six new electric vehicle charging stations in North Queensland at key tourism destinations to support and encourage the uptake of hybrid and electric vehicles. The charging stations complement the Queensland Government's Electric Super Highway. Also, to encourage motorists to use electric vehicles for long distance trips, RACQ, with its sister motoring clubs, invested in the Chargefox network. Chargefox has installed a series of rapid chargers along major transport routes between Brisbane, Sydney, Canberra and Adelaide.



Climate resilience

RACQ is partnering with James Cook University to research ways to improve the resilience of our built environment to the increasingly severe impacts of weather events like floods and cyclones. This might include investing in affordable modifications to people's homes, building flood levies, and improving town planning.



Safer road infrastructure

The Australian Road Assessment Program, which is delivered in collaboration with the AAA and respective State and Territory auto clubs, including RACQ, aims to reduce death and injuries on our roads by systematically assessing risk in road network design and identifying practical measures to improve safety.



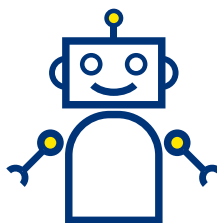
Safe city streets

Using the Australian Road Safety Assessment Program risk mapping and infrastructure safety star rating methods, RACQ is identifying city streets and intersections which pose higher risks for pedestrians and cyclists. The data is used to recommend cost-effective engineering treatments to improve overall safety.



Influential partnerships

RACQ works to influence road safety and other community issues in our members' interests in partnership with many representative bodies, including the World Youth Assembly for Road Safety, the Federation Internationale De L'Automobile, the Global Mobility Alliance, the Australian Automobile Association, the ANCAP crash testing group, the Business Council for Cooperatives and Mutuals (BCCM), and our sister auto clubs.



Encouraging innovation

Our organisation has developed an internal innovation hub, called Basecamp, which challenges the status quo by connecting people with ideas and innovative skills, so the RACQ can do even more to help the Queensland community. Basecamp also runs an 'academy' that offers school-aged children of employees the opportunity to learn about computer coding and robotics.



RACQ's environment and sustainability initiatives support UN Sustainable Development Goals:





Recycling is a top priority

When you consider that in an average year RACQ replaces some 180,000 car batteries that fail in Queensland, it underlines the importance of a comprehensive battery recycling program that minimises the environmental impact of such a large amount of potential waste.

This is particularly the case when you consider that a car battery has, on average, a lifespan of about three years, depending on usage.

Battery technology continues to improve, and we are at the stage now where more than 95 percent of the content of a car battery is recyclable.

The RACQ has been involved in battery recycling since the 1990s. In a typical month, we collect and send eight truckloads of batteries to be recycled. As new battery sales increase, so does the number of old batteries that are retrieved for recycling.

We're proud of the fact that around 90 percent of the batteries replaced by RACQ patrols and contractors are recovered for recycling, plus we're striving to improve this recovery percentage every year. In the past financial year, RACQ Batteries recycled around 165,000 batteries, amounting to almost 2500 tonnes of waste.

Our battery program is about 'whole of life'. This means that we have a strong focus on where we source our batteries, what goes into them, how they are sold and especially how old batteries are recycled so their components can be re-used to lessen the environmental impact.

The lead recovered from car batteries is separated from other chemicals, melted and shipped to Korea where it is re-used in the manufacture of new batteries or other products that require lead. A battery's plastics are recycled for use in a variety of new products, including 'wheelie' bins. Battery acid is cleaned and can be re-used in such products as gypsum.

While most batteries are made overseas, the recycling is done right here in Australia. Recycling is an integral part of this comprehensive automotive program run by RACQ and its sister auto clubs, through Club Assist. ■

"It's important that our battery program is sustainable. It's about doing the right thing by the environment and the community."

Mark Wessling,
RACQ Manager, Automotive Services

Moving towards autonomous transport



As part of its commitment to staying at the forefront of smart mobility solutions, RACQ over five years is running a series of 'real world' Smart Shuttle trials to explore the potential for automated vehicles to address transport issues in Queensland.

RACQ acquired an EasyMile EZ10 automated vehicle for its Smart Shuttle research program. This type of vehicle has safely operated in 21 countries, transporting more than 320,000 passengers over 250,000 km without serious incident.

The series of trials are designed to provide a greater understanding of automated vehicles, their suitability in Australian driving conditions and how they interact with other road users.

In the first phase of the trials, a joint initiative with the Redland City Council, the Smart Shuttle ran a series of regular, fixed loop bus services on Karragarra Island, a small community near Brisbane. Residents who normally don't have access to public transport were able to use the Smart Shuttle, at no cost, to commute to and from the island's ferry terminal.

While a 'chaperone' was on board as a safety precaution and to help passengers, the Smart Shuttle used autonomous driving systems and multiple lidar to navigate the route and detect and react to obstacles.

This successful trial was the first of several progressive applications that will be used to assess the process of safely integrating automated vehicle technology into our road network permanently in the future.



"RACQ is proud to introduce Queenslanders to the next generation of motoring."

Rebecca Michael,
Head of Public Policy





“These wildlife hospitals do an amazing job treating and rehabilitating sick and injured native animals.”

David Contarini,
RACQ Head of Community and Education



Preserving our wildlife

Caring for Australia’s distinctive wildlife is an important part of ensuring that we maintain a sustainable ecosystem now and into the future.

RACQ has a close association with organisations like the Australia Zoo Wildlife Hospital and Currumbin Wildlife Hospital, both dedicated to conserving and preserving of our wildlife for future generations.

Since it opened in 2004, Australia Zoo’s Wildlife Hospital has helped more than 70,000 sick and injured animals.

We’ve supported the hospital since 2014, including providing animal ambulances to be used in rescues and emergencies. Last year, in light of the bushfires that ravaged our state, RACQ extended this support to help those who treated and cared for sick and injured native animals when they were under even greater pressure. RACQ was proud to partner with Australia Zoo to raise funds to help with a new climate-controlled intensive care ward for injured koalas.

Similarly, animal ambulance vans donated by RACQ to the Currumbin Wildlife Hospital have travelled more than 70,000 km in just one year, as the hospital strives to save thousands of injured animals.

RACQ has worked with Currumbin Wildlife Hospital for four years. The hospital admits more than 11,000 sick, injured and orphaned wildlife patients each year, including almost 500 koalas.

Our organisation is proud to be associated with this vital work done to treat, rehabilitate and release wildlife ‘patients’ back into their natural habitats.

Some of our other environment and sustainability activities



Energy efficiency

RACQ for some years has strongly focused on energy efficiency projects at its major commercial sites. This ongoing program features the use of energy-efficient motors and appliances in our core systems, low-consumption power pac chillers, self-generating elevator motors that supply power back to the grid, sensor lighting in offices, the installation of solar and LED lighting and managing solar loads through efficient design.



Clean water

Water-saving and clean water activities are an integral part of RACQ’s property operations. A recent example is the extensive work planned and being undertaken at the new Mobility Centre of Excellence at Mount Cotton. This includes the capturing and removal of diesel from water used on the skidpan, water efficiency managed through dedicated dams, a special dam designed to capture leachate from surrounding landfill and enhanced stormwater collection.



Onsite recycling

As part of its commitment to the environment, RACQ has partnered with Envirobank to implement an onsite program that improves recycling and sustainability, reduces waste going to landfill and helps to raise funds for the important work of the RACQ Foundation.



The Royal Automobile Club
of Queensland Limited
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