
From: David Carter [REDACTED]
Sent: Monday, 30 March 2026 9:59 AM
To: FSUINFO [REDACTED]
Cc: Gallen, Ben [REDACTED]; Bevan, Ruairidh [REDACTED];
[REDACTED]; Angrisano, Julia [REDACTED];
Megan O'Connor [REDACTED]; Chenoa Ellison [REDACTED]
[REDACTED]
Subject: RE: Suspension of office attendance requirements

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Dear Julia

Thank you for your correspondence, received 23 March 2026 in relation to office attendance requirements.

We recognise the ongoing cost-of-living pressures, including fuel costs, that many of our people are currently experiencing and acknowledge the challenges this creates for employees and their families. These impacts are being carefully considered as part of RACQ's broader workforce and operational planning. For the majority of employees covered by the RACQ Group Enterprise Agreement, the minimum office attendance requirement of two days per month remains in place. We consider this a modest and proportionate onsite presence, even in the current environment.

For other office-based employees, RACQ continues to operate under hybrid working arrangements, which provide a mix of working from home and office. We remain confident that this approach strikes a reasonable balance between flexibility for employees and the operational needs of the business, taking into account role requirements and individual circumstances.

In response to the evolving economic environment, RACQ is actively exploring additional, balanced measures to further support employees. These initiatives are being carefully worked through to ensure they are sustainable and equitable, and we will communicate further details once they are finalised. At this stage, a total suspension of office-based attendance is not being considered, as we are focused on achieving solutions that balance employee wellbeing, access to team and leader support, and business continuity.

In the meantime, RACQ will continue to consider individual flexibility requests, consistent with existing arrangements and will continue to monitor broader economic conditions as part of our

ongoing workforce considerations.

We appreciate the views you have raised and remain committed to constructive engagement with the FSU as we work through these matters.

Regards

David Carter

Managing Director and Group Chief Executive Officer



RACQ Group, 2649 Logan Road, Eight Mile Plains, QLD, 4113

E [Redacted]
T [Redacted] **M** [Redacted]

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