

# Accessibility Action Plan FY27–28

AGL Energy Limited



# Table of Contents

<b>Introduction</b>	<b>3</b>
<b>Executive Sponsor Message - Melinda Hunter, General Counsel &amp; Company Secretary</b>	<b>3</b>
<b>Message from Sarah Cuscadden, AGL Ability Chair &amp; GM Health Safety &amp; Environment</b>	<b>4</b>
<b>Our commitments</b>	<b>5</b>
<b>What is disability?</b>	<b>5</b>
<b>Our partnerships</b>	<b>5</b>
<b>AGL Ability</b>	<b>5</b>
<b>Our highlights FY25–26</b>	<b>7</b>
<b>Our people</b>	<b>7</b>
<b>Our Communities</b>	<b>9</b>
<b>Our Accessibility Action Plan FY27–28</b>	<b>11</b>
<b>Governance</b>	<b>14</b>
<b>Feedback</b>	<b>15</b>



# Introduction



Melinda Hunter (L) and Sarah Cuscadden (R)

## Executive Sponsor Message - Melinda Hunter, General Counsel & Company Secretary

We know that over 5.5 million people in Australia have some form of disability, which equates to 21.4% of the population.<sup>1</sup> 2.7 million people of working age in Australia (15-64 years) have a disability<sup>2</sup>.

AGL's purpose, **Powering Australian Life**, reflects our commitment to provide reliable, sustainable and affordable energy solutions for millions of homes and businesses as we play a leading role in Australia's energy transition. It is therefore imperative that all of our customers can easily access our products and services regardless of their abilities.

At AGL we are guided by our three core values, one of which is **Be Safe. Be Supportive**. We are committed to creating a safe and supportive workplace for all of our employees, where everyone is valued, supported and has equal access to opportunities, our premises and our resources.

AGL has made significant progress in improving its disability access and inclusion maturity over the past few years. Since 2020, AGL's Australian Disability Network Access and Inclusion Index score has improved significantly and in 2025 AGL ranked #1 of all companies who participated in the Index. However, we know there is still much more we can do in this space.

I'm delighted to be the Executive Sponsor of AGL Ability, AGL's disability inclusion employee network, and look forward to championing AGL's FY27-28 Accessibility Action Plan so that we can deliver on our

<sup>1</sup> Australian Bureau of Statistics (ABS) [Disability, Ageing and Carers, Australia](#): Summary of Findings, 2022 | Australian Bureau of Statistics (abs.gov.au) accessed 23 April 2026.

<sup>2</sup> Australian Bureau of Statistics (ABS) [Disability, Ageing and Carers, Australia](#): Summary of Findings, 2022 | Australian Bureau of Statistics (abs.gov.au) accessed 23 April 2026.



ambitions and continue to build on the progress we have made to improve access and inclusion at AGL for our employees, customers and the wider community.

## Message from Sarah Cuscadden, AGL Ability Chair & GM Health Safety & Environment

Growing up with a father who lives with an autoimmune disease, I've seen first-hand the impact that lifelong conditions can have—not only on the individual, but on families and communities. This has shaped my passion for ensuring that people of all abilities feel valued, supported and included. AGL plays, and continues to play, an important role in creating a more accessible and inclusive workplace and community.

I am honoured to be the Chair of AGL Ability and proud of the progress we have made in recent years to improve accessibility and inclusion across our organisation. The FY27–FY29 Accessibility Action Plan builds on this strong foundation. It reflects a considered and practical set of actions designed to drive meaningful and sustained change—both within AGL and in the communities in which we operate.

I am excited about what we will achieve together over the next two years as we continue to embed inclusive practices and create an environment where everyone can thrive.

# Our commitments

## AGL is committed to:

- employing and supporting people with disability within our workplace and aims to increase our representation of people with disability at AGL by the end of FY28.
- supporting our customers with disability to ensure they can easily access AGL's products and services regardless of their abilities.

We know that over one in five Australians (5.5 million people) live with disability – and not every disability is visible.

Disability inclusion is about understanding the relationship between the way people function and how they work, and making sure everybody has the same opportunities to participate in every aspect of life.

## What is disability?

There are many kinds of disability and they can result from accidents, illness, environmental exposure or genetic disorders. Disability may affect mobility, the ability to learn, or ability to communicate. Some people may have more than one disability. Disability may be visible or invisible, may be permanent or temporary and may have minimal or substantial impact on a person's abilities. Although some people are born with disability, many people acquire disability.

People "are considered to have a disability if they have a limitation, restriction or impairment which has lasted, or is likely to last six months and restricts everyday activities".<sup>3</sup>

## Our partnerships

The Australian Disability Network (**ADN**) is a national, membership based, for-purpose organisation that supports organisations to advance the inclusion of people with disability in all aspects of business. AGL has been a member of ADN since 2013 and became a gold member in 2022.

AGL committed to The Valuable 500 in 2020, making us the first Australian energy company to join the collective. The Valuable 500 is a global movement putting disability inclusion on the business leadership agenda. The movement is calling on 500 of the most influential business leaders and their brands to ignite systematic change by unlocking the business, social and economic value of the more than 1.3 billion people living with disabilities around the world.

## AGL Ability

AGL Ability, AGL's disability inclusion employee network, was established in 2020. AGL Ability is overseen by the AGL Ability Committee (**Committee**). The Committee comprises employees representing AGL's major business units, corporate functions, locations, roles and diversity streams. Whilst some Committee members identify as a person with disability, and other members are carers for people with a disability, all Committee members are passionate about ensuring that AGL is a disability confident workplace where everyone feels included, valued, supported and able to bring their whole selves to work.

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<sup>3</sup> [Definition of disability | Australian Public Service Commission \(apsc.gov.au\)](https://www.apsc.gov.au/definition-of-disability)



The purpose of the Committee is to champion and provide practical support to implement actions, policies and programs in the disability inclusion and accessibility space that meet the needs of AGL's people, customers and communities in which we operate. The Committee also supports the advancement of AGL's overarching Diversity & Inclusion strategy by providing a forum for networking, consultation, communication and advocacy.

The Committee's Charter was updated in 2025 to ensure that it remains fit for purpose.

# Our highlights FY25–26

In FY25-26 we continued to make significant improvements in relation to disability inclusion and accessibility that impact our people, customers and the communities in which we operate. This section of the AAP highlights some of our achievements in this space across FY25-26.

## Our people

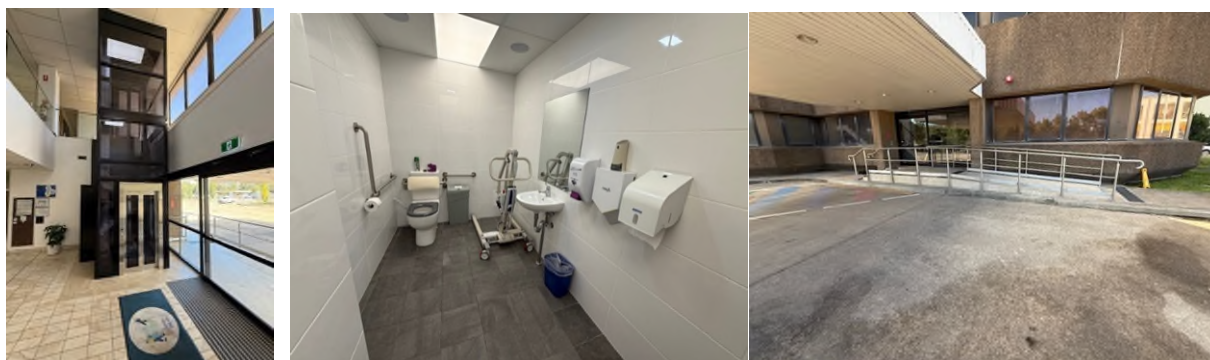
### Benchmarking ourselves

AGL benchmarks its access and inclusion maturity every two years using ADN's Access & Inclusion Index (**Index**). The Index is Australia's national benchmarking instrument for disability workplace inclusion from which top employers for people with disability are determined. AGL first completed the Index in 2020, and since that time AGL's Index score has significantly improved due to a concerted effort to make improvements across a number of areas, including the employee experience (recruitment, onboarding, reasonable adjustments, flexible working), leadership and training, accessibility of AGL's products and services and in relation to AGL's physical environments. In 2025 AGL ranked first overall out of all companies who completed the Index. Additionally, AGL ranked:

- first in the Commitment category;
- second in both the Employee Experience and Communication & Marketing categories; and
- third in both the Premises and Digital Accessibility categories.

### Our Offices and Sites

AGL engaged ADN to conduct Dignified Access Reviews (**DAR**) of AGL's Bayswater power station (in 2022) and Loy Yang power station (in 2024). The purpose of DARs is to determine whether there are potential barriers for people with disability accessing and using the relevant facility. Over the course of FY25-26, AGL implemented a number of changes to the Bayswater and Loy Yang power stations in light of ADN's recommendations. These changes included installation of a lift in the Bayswater administration building, new accessible bathrooms and ramps, hearing augmentation, dimmable lighting, tactile wayfinding and accessible parking (see photos below). There are dedicated accessibility committees at the Bayswater and Loy Yang power stations which monitor the overall accessibility of those sites.



Accessibility improvements at Bayswater power station – new lift installed at the administration building, new accessible bathroom and new ramp to the administration building

In FY25-26 we also conducted DARs, using an ADN checklist, to evaluate, and improve, the accessibility of a number of our corporate offices and operational sites (noting that all of AGL's premises currently meet Disability (Access to Premises – Buildings) Standards 2010 minimum requirements). We have begun to implement improvements following these reviews.

In 2024 AGL developed AGL Design Guidelines which go above current minimum compliance standards. These guidelines are designed to embed inclusion into the way we plan, build and operate our physical environments. In FY25-26, AGL relocated its Adelaide office and completed a fit-out of that office and a re-fit of its Melbourne corporate office. AGL's Design Guidelines were provided to project managers and architects working on these projects who collaborated with an accessibility consultant to ensure that the fit-outs meet the Design Guidelines.

## Employees & recruitment

In FY25-26:

- a number of employees across various locations and operations completed disability confidence leadership training which is designed to assist leaders to confidently manage people with disabilities and promote an inclusive workplace. This training has been uploaded to our enterprise management system (Workday) so that it is available to all employees.
- we launched an inclusive leadership journey which is automatically allocated to new people leaders – this journey comprises a number of modules which include sections on reasonable adjustments, disability confidence, neurodiversity, inclusive language and mentoring.
- our Talent Acquisition team undertook inclusive hiring training.
- we added a number of new disability related resources to our internal website, including a neurodiversity toolkit.
- we updated our Reasonable Adjustments Guidelines and continued to remind employees and job seekers that they are entitled to ask for reasonable adjustments during the recruitment process and throughout their employment at AGL.
- we continued to notify employees at induction of their ability to request a personal emergency evacuation plan (PEEP) and periodically reminded all employees of their ability to request a PEEP at any time during their employment at AGL.
- we held various events to celebrate Disability Pride Month and to showcase AGL's access and inclusion journey (see photos below).



Kate Ro (L) and Bernadette Lim Lo Suy (R) attending an education session run by Guides Dogs NSW/ACT in Sydney as part of Disability Pride Month 2025



From left to right – Amber Tweden, Nicole Kerr and Deepmohan Singh who presented to our Adelaide office as part of Disability Pride Month 2025

## Our customers

### Accessibility

AGL's Customer Accessibility Working Group (**CAWG**) was established in 2023 and meets every 6-8 weeks. The CAWG brings together senior subject matter experts from across our business to drive change, foster collaboration and help embed accessibility and inclusion into our customer processes. The purpose of the CAWG was redefined in 2025 as follows:

*"How might we ensure every customer, regardless of their accessibility needs, can engage with AGL's products and services with ease and dignity through their journey?"*

In FY25-26:

- we continued to work on improving its products and services to address the accessibility needs of our customers. We have a dedicated accessibility page on our website (agl.com.au) which provides detail on

the ways AGL supports customers with disability – this includes offering large print bills, document transposition for machine readable output and voice services for people with low vision and enabling customers who are hard of hearing to contact AGL via the National Relay Service.

- we established an Accessibility Hub for our contact centre agents which contains resources and information to enable them to better assist customers with accessibility needs.
- members of our Customer Markets team undertook ADN's inclusive customer experience training – this training covers topics around the customer experience journey such as disability confidence with dealing with customers, what it means to provide a customer-inclusive experience and the benefits and barriers that can impact purchasing and customer service for people with disability.

## Products & Technology

In FY25-26 we continued to invest in, and optimise, our digital services to create a smoother and more accessible customer experience. We consider accessibility when designing and coding our digital channels. Websites and apps built by AGL go through several formal accessibility checkpoints before being deployed to customers – for example, testing is undertaken in relation to keyboard use, magnification, high contrast modes and screen reader compatibility.

AGL's Accessibility Lead also conducts accessibility audits on AGL's websites and apps every 12 months to identify and track issues and direct any remediation works. The audits measure compliance against WCAG 2.2AA criteria as well as several AAA criteria.

AGL's Accessibility Lead also runs tailored digital accessibility training for AGL's designers, product owners and business analysts, content producers and developers

AGL's app won Gold at the 2025 Melbourne Design Awards. We have refined the mobile app experience using insights from ongoing customer research and user testing. Inclusivity and accessibility were central to the app design.

In October 2025, we partnered with See Me Please who provide accessibility testing and research services. See Me Please provided a panel of users with physical, vision, audio and cognitive disabilities to test AGL's online services and provide feedback. This feedback will be used by AGL to improve its services. We intend to utilise this user panel for testing and research on a regular basis.

## Our Communities

### Mentoring and internships

In FY25-26 AGL continued its involvement in ADN's career mentoring program which matches mentors with jobseekers and university students with disability. Since 2021 (when AGL first started participating in ADN's mentoring program) we have had ~40 employees act as mentors. Participation in this program provides a number of benefits for mentors, including increased disability confidence, development of leadership skills and the privilege of helping to support the career aspirations of their mentees.

AGL hosted two interns in FY25-26 at our Bayswater power station as part of ADN's Stepping Into internship program (**Internship Program**) – one in an engineering role and the other in our Corporate Affairs team supporting communications at site. This Internship Program is a paid internship that matches university students and job seekers with disability with roles in leading Australian businesses. It provides interns with valuable experience working in a large organisation and AGL employees with the ability to increase their disability confidence, improve their leadership skills and gain insight into how to best support employees with disability.

AGL has also partnered with local schools and NSW Education to offer two Student Based Apprenticeship and Traineeship opportunities. This program provides early career pathways for young people with disability, helping them gain practical experience and build confidence.

### Community events and partnerships

In FY25-26 we continued to collaborate with community disability service providers and other organisations in the communities in which we operate. For example:

- we hosted a Loy Yang power station site bus tour, lunch and Q&A session for participants and their carers from Interchange Gippsland;

- we ran a workshop for participants from Interchange Gippsland's adult day program to create wooden wildlife nesting boxes in conjunction with the Newborough Yallourn Men's Shed and Latrobe Catchment Landcare Network;
- we were a major sponsor of Witmore's trivia night, helping Witmore<sup>4</sup> to raise funds to purchase a coffee cart so that people with disability can learn to work in hospitality; and
- our Bayswater power station hosted a silent disco for people living with disability.

We also continued to utilise disability inclusive employment companies for some of our contracted services, including grounds/vegetation maintenance, supply of goods and catering.

## Collaboration

We recognise the importance of connecting with other organisations championing disability inclusion to share knowledge and learnings and to discuss important matters. In FY25-26 AGL employees participated in ADN roundtable discussions and attended the ADN annual conference and member connection events. AGL also hosted an ADN Melbourne Connection event in July 2025 where Amanda Kennedy (Customer Advocate) spoke about embedding accessibility into the customer experience.



Amanda Kennedy (Customer Advocate and Chair of AGL's Customer Accessibility Working Group) speaking at ADN's Melbourne Connection Event hosted by AGL.

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<sup>4</sup> Witmore Enterprises is a disability service provider located in Singleton, NSW.

# Our Accessibility Action Plan FY27–28

This plan sets out a number of actions that AGL will strive to achieve in FY27-28 to develop and improve its inclusion and accessibility maturity.

Action	Measurement of Success	Accountability
<b>A. Inclusive Practices</b>		
<i>Foster Inclusive Workplace Culture.</i>		
	Complete Dignified Access Reviews ( <b>DAR</b> ) of all of AGL's sites and corporate offices and implement improvements identified.	Head of Property and Security Services/Property Projects Specialist
A1. Review and improve the accessibility of AGL's sites and corporate offices	Engage the Australian Disability Network to undertake a further DAR of Bayswater power station and develop a plan to implement ADN's recommendations (where applicable).	GM Macquarie
	Annually review AGL's premises to ensure they are in line with the latest access standards.	Head of Property and Security/Property Projects Specialist
A2. Implement site specific improvements at AGL's Bayswater and Loy Yang power stations	Continue to implement the actions set out in the: <ul style="list-style-type: none"> <li>Bayswater Accessible Action Plan which was developed following the Australian Disability Network's (<b>ADN</b>) DAR of Bayswater power station; and</li> <li>Loy Yang Accessible Action Plan which was developed following the ADN DAR of Loy Yang power station.</li> </ul>	<ul style="list-style-type: none"> <li>GM – Macquarie</li> <li>GM – Loy Yang</li> </ul>
A3. Implement a Workday Passport	Review system capability with a view to implementing a Passport in Workday that is part of the employee profile to support continuity through job and leadership changes.	Head of People Digital Experience/Inclusion Lead
<b>B. Inclusive Leadership</b>		
<i>Leveraging diversity of thinking is critical to decision making. Our leaders' role model the change required.</i>		
B1. Continue with disability internship program	Provide paid internship opportunities for people with disability, supported by leaders competent in disability improvement (including those who attended disability confident training). Obtain feedback from interns and leaders to inform program improvements.	Disability inclusion leaders
B2. Participate in ADN's PACE mentoring program on an annual basis	Participate in ADN's PACE mentoring program on an annual basis. Obtain feedback from mentees and mentors to inform future improvements.	AGL Ability Chairperson and Committee

Action	Measurement of Success	Accountability
B3. Disability confidence training	Build leaders' disability confidence through campaign and monitoring of uptake and completion of internal Inclusive Leader Journey learning solution and/or externally run disability confidence training.	Head of Talent Solutions and Inclusion/Inclusion Lead
<b>C. Data &amp; Insights</b>	<i>Data intelligence and best practice benchmarks inform D&amp;I priorities and program design.</i>	
C1. Benchmark AGL's access and inclusion maturity	Participate in ADN's Access and Inclusion Index at least once every two years and maintain our top 10 ranking of companies participating in the Index.	Head of Talent Solutions and Inclusion/Inclusion Lead
C2. Record and monitor reasonable adjustment requests	Review system capability with a view to implementing a digital solution where employees are able to request adjustments in Workday so that we can record and monitor adjustment requests.	Head of People Digital Experience/Inclusion Lead
<b>D. Engage Inside and Out</b>	<i>Demonstrating our commitment to improving accessibility for our customers and communities</i>	
D1. Improve accessibility in relation to AGL's products and services	Continue to embed accessibility as a business-as-usual principle in the way we design and deliver products and services to, and communicate with our, customers.	GM Product and Commercial/Chief Marketing Officer/GM Operations/Digital Accessibility Lead
	Develop a formal process to consult with people with disability to assess the accessibility of AGL's products and services.	
D2. Develop a customer accessibility training program	Continue to implement a tailored accessibility training program for Customer Markets employees to uplift their accessibility knowledge and seek feedback from attendees following such training as to whether they have improved accessibility confidence.	GM Product and Commercial / Chief Marketing Officer / GM Operations / Digital Accessibility Lead
	Continue to develop tailored accessibility training for customer communication channels.	
D3. Improve the accessibility of AGL's customer and outward facing digital channels	Continue to move away from using pdf for new customer and outward facing communications.	GM Product & Commercial/ Chief Marketing Officer/GM Customer Operations/Digital Accessibility Lead
	Continue to add accessible versions of pdf documents on AGL's website – documents will be prioritised based on their volume of use and level of importance.	
	Continue to work towards AGL becoming WCAG 2.2 Level AA compliant (and AAA compliant where feasible).	
D4. Review and improve procurement processes around accessibility	Develop a formal written statement to confirm AGL's commitment to procuring accessible products and services.	GM – Procurement & Property

Action	Measurement of Success	Accountability
	<p>Develop processes to ensure that accessibility is a key consideration when selecting suppliers and partners.</p> <hr/> <p>Develop a process for seeking feedback about the accessibility of procured products and services at AGL.</p> <hr/> <p>Develop an annual L&amp;D program to upskill the Procurement team about the impacts of accessibility outcomes within the AGL Supply Chain</p>	
D5. Support companies who employ people with disabilities	Identify companies that employ people with disability to engage for tenders and quotes for work we externally source and engage such companies where they are the preferred vendor.	AGL Contract Managers

# Governance

The Committee has overall responsibility for the delivery of AGL's Accessibility Action Plan. The Committee is supported by the Executive Sponsor of AGL Ability, and a number of other people and teams as shown in the diagram below.



AGL's Accessibility Action Plan was developed by the Committee in conjunction with the Diversity and Inclusion team and key stakeholders within AGL. This plan has been endorsed by the Executive Sponsor of AGL Ability and the members of the Executive Team who have responsibility for particular action items. The plan also forms part of AGL's overall D&I Strategy which is endorsed by the AGL Board.

The Committee reviews progress against each action item in the Accessibility Action Plan on a quarterly basis to ensure that items are being progressed and are on track for achievement during FY27-28. An update on progress is also provided to the Executive Sponsor of AGL Ability and the Inclusion Council on a periodic basis.

We will benchmark our disability access and inclusion maturity every two years using ADN's Access and Inclusion Index.

# Feedback

## Contact Us

We value input from our people, customers, shareholders and communities and welcome any feedback and suggestions on the accessibility of our products and services and our FY27-28 Accessibility Action Plan. We especially welcome feedback from those with lived experience of disability.

### Email:

**Online enquiries form:** [agl.com.au/contact-us](https://agl.com.au/contact-us)

**Phone:** 131 245 (available 24/7). If you are deaf or hard of hearing, or have difficulty speaking, you can use the **National Relay Service**.

### Write to us:

AGL Customer Advocate

Locked Bag 14120

MCMC VIC 8001

**Website:** [agl.com.au](https://agl.com.au)

## Alternative Access Formats

Our FY27-28 Accessibility Action Plan is available in standard and Easy Read versions at [agl.com.au](https://agl.com.au).

If you need an alternative format, please email [ability@agl.com.au](mailto:ability@agl.com.au). Or call 131 245.