

Electric Vehicle Infrastructure Program

Code of Conduct

This Code of Conduct provides government staff with guidance on appropriate standards for cooperative use of Electric Vehicle (EV) chargers.

This Code of Conduct should be read in conjunction with existing [QFleet guidelines](#).

Refuelling and Recharging

Our goal is to provide exceptional service to our Queensland Government partner agencies. Our Service Charter defines our service standards and responsibilities, providing you with a clear understanding of what to expect from us and what we expect from you.

Charging for EVs differs from refuelling a conventional diesel or petrol vehicle. For EVs, it is preferable to top-up charge, when there is the opportunity, rather than wait for the battery to be near empty.

Your EV can go further than you think – currently EV travel ranges are between 200-500km. You can minimise range anxiety by planning your travel distance in advance and checking the charge level of your vehicle at regular intervals.

For longer trips, you could also plan ahead and identify which public charging stations are along your route for a recharge or top-up charge. [Plugshare](#), an online tool, can be used to locate available charging stations nearby. A [better route planner](#) is also an excellent resource for planning EV trips.

Make use of the public fast and ultra-fast charging network where possible, for example use the [Queensland Super Highway rapid charging infrastructure network](#).

Charging times

Charging speeds differ depending on the charger output. Be aware of the speed of charge, and how long it will take to charge your EV. Generally an AC 7kW dedicated charge unit will provide 30–60km per hour. Consider the charging needs of other users by moving your EV to a regular parking bay when charged.

Sharing chargers

- Do not park petrol or diesel cars in parking bays that are reserved for EV charging.
- Do not unplug QFleet vehicles that are currently on charge. Check in your booking system when a charger will become available.
- When you unplug the cable, please return it to the charging box to avoid trip hazards and maximise safety. Consider other users that may



move around near the charging station such as wheelchair users, pedestrians and cyclists.

- Ensure that you plug in the EV to a charging station once you return to the car park where your EV is located. Consider other users who need a fully charged vehicle for an upcoming trip.
- Monitor your charge level and be aware of full charge alerts. Data shows that vehicles are often left plugged in to chargers for multiple days at a time. Move your vehicle, or confirm with your local fleet manager, when the EV is fully charged. This is especially important if there are more QFleet vehicles than charging stations.
- Be courteous of others if these requirements are not being followed – the use and differing needs of EVs is still relatively new to staff. Help your colleagues get it right.

Safety

- Follow instructions for use when charging your vehicle. These should be located at the charging station
- Ensure you plug the charger into an outlet designed to handle the charging device.
- Avoid charging in extreme temperatures
- Avoid charging in wet conditions
- Check the charging cable for damage
- Never use a faulty charger or a charger with signs of damage
- Do not overcharge
- Do not attempt to manually extinguish an ev/e-bike/e-scooter or charger fire
- Immediately report any concerns to your fleet manager

Charging Behaviour

Lithium-ion EV batteries work better when they are used and charged in partial cycles, in other words, not completely depleted or fully charged



for long. To support EV battery health, ensure that the battery isn't sitting depleted for long and follow the manufacturer's recommended charging guide.

This also means that you should top-up charge wherever you can, for example at a public rapid charging station if available, or at a fast charger. This is different from refuelling a diesel or petrol vehicle, where we normally refuel when the tank is almost empty.

Booking a charger

In addition to booking your EV, you may be able to use your local booking system to book a charger.

If you no longer require a booked vehicle or charger, remember to cancel the booking to allow fellow colleagues to book the vehicle or charger.

Paying for charging

Check your agency's procedures for payment at external EV charging stations.

Training

All staff should undertake appropriate training including the [General Electric Vehicle Driver Induction](#). A range of training videos and information is available on the [Forgov site](#).

