



# INNOVATE

RECONCILIATION ACTION PLAN



2017 – 2019



# ACKNOWLEDGEMENT OF COUNTRY

WILSON GROUP WOULD LIKE TO PAY RESPECT AND ACKNOWLEDGE THE TRADITIONAL CUSTODIANS OF THE LANDS AND WATERS WHERE WE OPERATE OUR BUSINESS AND ALSO PAY RESPECT TO ELDERS BOTH PAST AND PRESENT. WE RECOGNISE THE UNIQUE STATUS OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AS THE FIRST AUSTRALIANS.

## Terminology

Our Reconciliation Action Plan uses the language “Aboriginal and Torres Strait Islander people” to discuss the original people of Australia and their descendants. We use the term “Aboriginal and Torres Strait Islander Peoples” in the context of a nation that holds a diversity of languages, communities, cultural practices and spiritual beliefs.

We also use “First Australians” as a collective name for the original people of Australia and their descendants to emphasise that Aboriginal and Torres Strait Islander Peoples lived on this continent prior to European colonisation.

We acknowledge that some people identify with other cultural names and that the terminology used in this document may not reflect the diversity of all Traditional Custodians.

## Abbreviations:

<b>RA:</b>	Reconciliation Australia
<b>RAP:</b>	Reconciliation Action Plan
<b>NAIDOC:</b>	National Aborigines and Islanders Day Observance Committee
<b>RWG:</b>	Wilson Group RAP Working Group
<b>NRW:</b>	National Reconciliation Week
<b>IEM:</b>	Indigenous Engagement Manager

## Contact

Wilson Group understands that the path to reconciliation is long and will need the commitment of many Australians. Our RAP is an important step in that process for Wilson Group and our employees. We welcome feedback and any thoughts, comments or input on this document can be directed to:

**Edwin Mi Mi**  
Indigenous Engagement Manager  
+61 7 3233 0757  
0435 323 978  
edwin.mimi@wilsonsecurity.com.au

## COVER ARTWORK

Hazel Cowburn has designed the cover artwork on this Reconciliation Action Plan. The artist perfectly captures the Wilson Group vision for creating safe spaces for sharing, exchange and reconciliation.

### Artwork title: *Spiritual Journey of Unity*

Looking over Mother Earth on an aerial perspective view, from the sky to the land, mountains, rivers, ocean, families, clan areas, long and short journeys.

The symbols are embedded, as we create our stories on canvas, caves, rocks, trees, dirt, sand and paper. This painting depicts the spiritual journey of unity, understanding and educating each other. Travelling from far and wide to the larger circle. The meeting place, gathering.

Our ancestors still walk our sacred ground, we respect and celebrate them. Through cultural awareness and having understanding of the past we can take the journey of reconciliation.



## ABOUT THE ARTIST

**Hazel Cowburn** – Badijala, Gureng Gureng, Gubbi Gubbi, Wakka Wakka tribal decent. Gayndah, South East Queensland.

Hazel uses the rich diversity of her ancestry to paint out the stories and legends of the Dreamtime and the culture of which she is immensely proud. “Ours is a rich and inspiring culture. I hope that telling my stories on canvas will enlighten people and teach my children to be proud of their culture, land and background”.

Hazel has exhibited in numerous group exhibitions across Australia.



## MESSAGE FROM THE CEO

We acknowledge the Traditional Custodians of the land and waters throughout Australia and pay respect to Elders both past and present.

Wilson Group is a people centric organisation. Everything we do is for the protection, safety, comfort and health of the community. As one of Australia's largest integrated services suppliers, it is a pleasure to present Wilson Group's Reconciliation Action Plan (RAP) 2017-19.

Wilson Group is committed to improving relationships in the communities in which we operate. Our Corporate Social Responsibility Strategy specifically recognises the importance of wellbeing

of people and communities, conducting business sustainably and fostering a work environment that supports inclusion, diversity, health and safety.

We recognise that significant barriers exist throughout Australia towards Aboriginal and Torres Strait Islander people. Our RAP formalises our commitment to contributing to closing the gap between First Australians and other Australians in employment, education and economic participation. We are committed to delivering opportunities for Aboriginal and Torres Strait Islander Peoples that achieve sustainable outcomes through supporting the creation of innovative

opportunities. We will continue to improve our engagement with Aboriginal and Torres Strait Islander people communities and will also raise awareness through the promotion of our RAP to our staff and clients.

We sincerely believe that providing employment, training and development opportunities will create safe spaces for people to gather, exchange and learn from each other. Wilson Group is committed to growing together toward reconciliation.

**John McMellan**  
**Group Chief Executive Officer,**  
**Australasia**



## MESSAGE FROM RECONCILIATION AUSTRALIA

I congratulate Wilson Group on the development of its first Reconciliation Action Plan. By joining the RAP community Wilson Group has taken an important step and formalised its commitment to working with Aboriginal and Torres Strait Islander peoples towards a sustainable future.

Reconciliation Australia's role is to inspire meaningful social change and foster ongoing respect and trust between Aboriginal and Torres Strait Islander peoples and other Australians. Through our RAP program we drive this change in the workplace resulting in sustainable education, employment and business opportunities for Aboriginal and Torres Strait Islander peoples. We provide the frameworks and initiatives to facilitate the connection between people and organisations.

As one of Australia's leading integrated services providers with a significant and diverse employment base Wilson Group is a welcome addition to the RAP community. Wilson Group has committed amongst other things to increase Aboriginal and Torres Strait Islander supplier diversity and has recently had their Supply Nation membership confirmed to assist in facilitating this. I commend all those involved in developing this RAP and I look forward to seeing the results as we all move to improve the lives and wellbeing of Australia's First Peoples.

**Justin Mohamed**  
**Chief Executive Officer,**  
**Reconciliation Australia**



# OUR VISION FOR RECONCILIATION

WE BELIEVE IN RECONCILIATION, NOT JUST AS A BENEFICIAL CONCEPT BUT ALSO AS A LIVING ACTION. WILSON GROUP HAS A PROFOUND RESPECT FOR THE ESSENTIAL HUMAN SPIRIT THAT BUILDS CONNECTIONS, HEALS WOUNDS AND FOSTERS UNDERSTANDING. WE BELIEVE IN PEOPLE.

ONE OF THE BARRIERS TO RECONCILIATION IS THE LACK OF OPPORTUNITY FOR PEOPLE TO BUILD CONNECTIONS IN A SAFE AND SUPPORTIVE ENVIRONMENT. WE BELIEVE THAT SAFE, SUPPORTIVE ENVIRONMENTS ARE FUNDAMENTAL TO THE FORMATION OF STRONG RELATIONSHIPS; AND STRONG RELATIONSHIPS ARE THE BACKBONE OF FLOURISHING COMMUNITIES, FAMILIES AND WORKPLACES.

OUR VISION IS TO BUILD SAFE SPACES WHERE PEOPLE CAN FORM STRONGER RELATIONSHIPS, INCREASE RESPECT FOR FIRST AUSTRALIANS AND GROW TOGETHER.

## Our mission for reconciliation

Our mission for creating safe spaces for reconciliation has two aspects: 1) creating opportunities for sustainable employment outcomes for Aboriginal and Torres Strait Islander peoples, and 2) our continued commitment to creating culturally safe, inclusive and respectful workplaces.

Wilson Group is committed to reconciliation and will continue to raise awareness of our commitment to reconciliation by promoting the initiatives of our RAP to staff, current and potential external stakeholders and engaging all staff in reconciliation activities.

## The Significance of Reconciliation at Wilson Group

Our commitment to the community is to create safe spaces. Our Reconciliation Action Plan is a key step in making Australia a safe, prosperous and inclusive nation for everyone.

A true RAP is more than an understanding of First Australian culture and language. It is a commitment to continuous, deep

and interactive relationships. Wilson Group employees are skilled at observation, listening, appropriate interaction and building relationship bridges in order to promote safety and protection for people's possessions, businesses and health. Our commitment is to use these skills to collaboratively and sensitively gather information from First Australians as to how we can keep improving and moving closer to reconciliation.

We believe that a meeting of minds, hearts and intentions in a safe and supportive space is critical to reconciliation.

Together we grow.

## Reconciliation at Wilson Group

Reconciliation is what we strive towards; we are all seeking ways to connect, understand and share who we are. Wilson Group strives to create safe spaces for people to grow together.

## Increased Employment and Business Connections

Wilson Group has, and continues to be, committed to providing

employment opportunities for First Australians and Aboriginal and Torres Strait Islander businesses. For example since 2014, Wilson Security has increased the number of Aboriginal and Torres Strait Islander people employees by 40%.

The entire organisation is motivated and engaged around our RAP steps for First Australian employment growth. These key steps are:

■ Communication ■ Delivery ■ Consolidation

Our commitment is holistic in that Wilson Security is a Supply Nation member: a business-to-business body dedicated to growing diversity across business supply chains. In addition, Wilson Security has partnered with Alkira Compass (an Aboriginal and Torres Strait Islander business), to develop an Indigenous Training Program specifically designed to increase employment opportunities across a number of Federal Government contracts in Canberra, ACT.



## Targeted Training

Another key thread for reconciliation at Wilson Group is providing relevant and targeted training throughout the organisation. Our training has two key components that are designed to draw us closer to reconciliation:

- Cultural Awareness Training for Managers and Operational teams in State and Territory offices. Wilson Group is also beginning to commence training at major client site locations using local First Australian consultants.

We believe that training for reconciliation should be available for everyone and we have designed our training programs to be accessible to both Wilson Group employees and the broader community.

## Rich Cultural Support

Our belief is that reconciliation can start with an appreciation of cultural influences; an art piece that tells a powerful story, a song that speaks to us all or a skill on the sporting field that is to be admired. Wilson Group has supported First Australian sport and art in many locations and occasions. We have also sponsored the NAIDOC Ball in order to celebrate First Australian achievement and excellence.



## Our business

Wilson Group is a proud employer of 6,900 people across Australia. They come from diverse backgrounds, have different skills, dreams and futures but they are our family. The welfare of our staff members and the communities in which we operate comes first; it always has and always will. Our people are our storytellers, our connection to the community and ambassadors for growth.

We are in the people business. We proudly protect the health, possessions, business and reputations of the community every day. Our commitment to safety and protection allows people to direct their energies to moving forward with life.

Wilson Group is an integrated services provider employing 6,900 security, medical and associated services professionals across Australia, New Zealand, Nauru and Papua New Guinea, including 46 Aboriginal and Torres Strait Islander staff. Our corporate head office is located in Perth, Australia with an office in every state and territory as well as several regional locations.

The Australian operations of the Wilson Group comprise Wilson Security, Wilson Parking, Wilson Medic One and Wilson Storage.

## Wilson Security

The region's leading security provider, Wilson Security takes pride in protecting the wellbeing of thousands of customers and their businesses every day. From concierge and customer service to guarding, patrols, loss prevention and secure logistics, Wilson Security provides a variety of specialised solutions delivered by the best people utilising industry leading technology.

## Wilson Parking

For more than 50 years, Wilson Parking has been recognised as the market leader in car park operations. Through unmatched industry experience in delivering innovative parking solutions for customers, Wilson Parking has remained at the forefront of a highly competitive and commodity driven industry across the Asia-Pacific region.

## Wilson Medic One

Wilson Medic One (formally Medic One) is a provider of world-class health services and pre-hospital care education. Wilson Medic One can be credited with training and employing some

of the country's best doctors, paramedics, ambulance officers, nurses and patient transport officers. With a unique blend of formal training and real-world experience, Wilson Medic One nurtures careers.

## Wilson Storage

Wilson Storage provides a wide variety of storage solutions for small everyday consumer needs, through to larger commercial requirements including specialised storage solutions for wine, car and boat requirements. Backed by Wilson Group, with an onsite presence seven days a week, Wilson Storage leads the market through our focus on customer service and delivery.



ACROSS THE AUSTRALIAN PACIFIC REGION, WILSON GROUP WORKS WITH BOTH THE PRIVATE SECTOR AND GOVERNMENT CLIENTS. OUR CLIENTS RANGE FROM SMALL TO MEDIUM ENTERPRISES TO AUSTRALIA'S LARGEST BANKS AND RETAILERS.

WE HAVE A LONG-TERM COMMITMENT TO IMPROVING RELATIONSHIPS IN ALL COMMUNITIES IN WHICH WE OPERATE. PEOPLE COME FIRST: THEY ALWAYS HAVE AND THEY ALWAYS WILL. THEY TELL OUR STORY, FORM CONNECTIONS AND BUILD THE FOUNDATION FOR RECONCILIATION.

TOGETHER WE GROW.

## OUR PEOPLE ARE OUR PRIDE

Wilson Group people are the heart and soul of our business. Their respect for each other and the safety of the community are the foundation of our RAP. Our teams are committed to providing safe and supportive spaces for reconciliation. Some of the following quotes exemplify the passion and commitment our people have for reconciliation.

"I believe that that all Aboriginal and Torres Strait Islander peoples should have the opportunity to work in any industry. As manager of a security team, I have had many dealings with many people from a variety of cultural backgrounds and understand the importance of diversity in our communities. When people from all backgrounds feel safe, heard and supported you can see them working together and learning from each other. I know that having a RAP in place and having it well communicated will only assist in growing Wilson Group's capability in attracting enthusiastic Aboriginal and Torres Strait Islander employees. I am proud of Wilson Group for taking this step towards reconciliation and look forward to the benefits of increased cultural awareness throughout our whole business."

**Adrian Rotumah**  
Security Chief JKC Project  
Darwin, NT

"I am an Administration Assistant at Wilson Security. I have learned so much already and I am growing with this business. Being a part of a team and given the chance to work is a great feeling. I'm confident with Wilson that I will have opportunities to show what I know already and develop further skills that will help me grow as an individual and as a team member

I think that more companies should give more Aboriginal and Torres Strait Islanders the chance to have a better future within a company to learn, work and achieve for the future. I am proud to work for a company that is committed to reconciliation."

**Madeline Callagher**  
Administration Officer  
Brisbane, QLD

## OUR RAP

OUR RAP MISSION IS TO CREATE JOBS, TRAINING, OPPORTUNITIES AND DEVELOPMENT FOR FIRST AUSTRALIANS. IN SO DOING, WE CREATE SAFE PLACES FOR GATHERING, UNDERSTANDING, TOGETHERNESS, FOR CULTURAL EXCHANGE AND GROWTH.

OUR RAP OUTLINES OUR GOALS TO IDENTIFY, CREATE AND MAINTAIN OPPORTUNITIES FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE. IT PROVIDES A FRAMEWORK THAT BRINGS TOGETHER WILSON GROUP'S INITIATIVES AND COMMITMENTS TO FIRST AUSTRALIANS. IT IS, AND WILL REMAIN PART OF WILSON GROUP'S FOUNDATION TO IDENTIFY, INFORM AND SUPPORT ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES' AFFAIRS, PROJECTS AND PROGRAMS.

A central part of our RAP will be to create sustainable employment opportunities for Aboriginal and Torres Strait Islander Peoples. To do this we will implement three clear steps:

- **Communicate** – Communicate our goals, develop our partnerships and raise awareness throughout our organisation and with our clients and business partners
- **Deliver** – Deliver on our objectives and realise our goals
- **Consolidate** – Review our achievements, identify areas for improvement and determine future actions.

Our RAP is as much a journey as an outcome. The way in which the plan develops is as important as the document itself to ensure the plan is a living, breathing document and embedded within Wilson Group's business. It is particularly important for reconciliation that action not only occurs, but also reflects the underlying principle of respect for First Australians.

In early 2014, Wilson Group increased its focus on implementing Aboriginal and Torres Strait Islander people employment activities resulting in the development of the Wilson Security Indigenous Employment Strategy (IES) 2014-2017. Commencing implementation in May 2014, its objective was to develop and deliver increased employment opportunities for Aboriginal and Torres Strait Islander peoples. To support this objective, we appointed Edwin (Jim) Mi Mi in late 2014 to the newly created role of Indigenous Engagement Manager to ensure all those involved upheld their responsibilities as outlined in our strategy.



Since the implementation of the Wilson Security IES, the total number of Wilson employees who are of Aboriginal and Torres Strait Islander descent has increased by 40% from 2015, with a total proportional representation of 0.73% across the organisation. Due to the growth of the business and the many areas of the community our services touch, it was decided in 2016 that a RAP be developed and extended to the entire Wilson Group Australian operations, enabling all elements of our business to embrace and create sustainable employment opportunities for Aboriginal and Torres Strait Islander peoples.





## BELOW ARE SOME OF THE INITIATIVES THAT WILSON SECURITY HAS IMPLEMENTED SINCE 2014

1. Commencement of face-to-face Cultural Awareness Training for Managers and employees at State and Territory offices, where over 40 employees across management and operational teams have completed the training
2. Commencement of face-to-face Cultural Awareness Training at major client site locations, where two major sites have completed the Cultural Awareness Training conducted by local Indigenous consultants
3. Membership of Supply Nation
4. Assistance to an Indigenous business who were awarded a Federal Government contract. Wilson Security provided support with operational systems to enhance the capability of that business to enable achievement of contract requirements
5. Major sponsorship of the All Indigenous Rugby 7s Team competing at the Bangkok 7s in Thailand. The sponsorship does not just assist with competing in the Bangkok 7s but also enables team members to complete TAFE courses and tours in Thailand attending orphanages and cultural tours
6. Sponsorship of the NAIDOC Ball in Darwin
7. Purchasing and displaying Aboriginal artwork for state offices, where currently two state offices have artwork on display. The Queensland office has a painting by Clive Cowburn (Wakka Wakka man) titled Junun (Sun) Dreaming. The second piece of artwork is a painting on the Northern Territory office boardroom door, painted by Tony Lee (Larrakia Tribe), titled: Wilson in Rivers.
8. Wilson Security has partnered with Alkira Compass (an Indigenous business) to develop an Indigenous Training Program specifically targeted to increase employment opportunities at a number of Federal Government contracts in Canberra, ACT
9. Wilson Security has partnered with the Complex Institute of Education to trial a program designed to develop employment skills for Aboriginal and Torres Strait Islander peoples. A pilot program has been conducted in Victoria with plans to extend the programs to the other states from 2017.

It is our intention that some of the key initiatives outlined above are rolled out across the wider Wilson Group where relevant and in accordance with the RAP.

## THE WILSON RECONCILIATION ACTION PLAN WORKING GROUP

The Wilson Group RAP is driven and supported by the management team who form the core of the RAP Working Group. These leaders within our company have expressed the desire and enthusiasm to drive the company's RAP forward.

The Working Group consists of 13 members of the management team from throughout the Wilson Group in Australia. Members of the RAP Working Group have the responsibility of driving RAP initiatives and reviewing progress against key milestones. The Working Group will have additional assistance from nominated "Champions" in each state.

The Champions, from outside the senior management team, have expressed interest in being involved throughout this journey of reconciliation and will

actively support the RWG by becoming an important communication and action channel between the RAP Working Group and their respective businesses.

Whilst the RAP Working Group will be the main driver of ensuring our RAP is being implemented and filtered correctly, all employees of the Wilson Group will need to understand the importance of reconciliation and the reasons the company has decided to develop a RAP.

### RAP WORKING GROUP

<b>Edwin (Jim) Mi Mi</b>	Indigenous Engagement Manager
<b>John Rogers</b>	CEO Security
<b>Lara Donnini</b>	Group General Manager Human Resources
<b>Chris Goodall</b>	General Manager – Strategy and Development
<b>Lucinda Inturrisi</b>	Security – General Manager Human Resources
<b>Nick Frangoulis</b>	Group Chief Operating Officer
<b>Tanya Ashby</b>	General Manager Human Resources
<b>Simon Pearce</b>	Parking – Business Manager Operations
<b>Karen Berryman</b>	Medic One – National Operations Manager

<b>Robert Delord</b>	Security – State Manager NSW/ACT
<b>Chevelle Millhouse</b>	Security – ACT Manager
<b>Kerry Thompson</b>	Security – State Manager QLD
<b>Josh Wilson</b>	Security – Guards Manager WA
<b>Sally Steel</b>	Storage – State Manager VIC

<b>Chris Albury</b>	Security - Territory Manager - NT
<b>Shaun Hogan</b>	Security – State Manager VIC – Government Sector



# RELATIONSHIPS

OUR RAP VISION IS TO BUILD SAFE SPACES WHERE PEOPLE CAN FORM STRONGER RELATIONSHIPS, INCREASE RESPECT FOR FIRST AUSTRALIANS AND GROW TOGETHER. WORKING IN PARTNERSHIP WITH LOCAL ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND COMMUNITIES WILL HELP US TO DEVELOP STRONG, TRUSTING, MUTUALLY BENEFICIAL RELATIONSHIPS WITH FIRST AUSTRALIANS. IT WILL ALSO ENABLE US TO UNDERSTAND ANY LOCAL ISSUES AND WORK TOGETHER TOWARDS PROVIDING BETTER SERVICES FOR OUR CLIENTS AND BUSINESS PARTNERS. IT WILL PROVIDE US A GENUINE OPPORTUNITY TO IMPROVE THE HEALTH, SAFETY AND OPPORTUNITIES FOR THE COMMUNITIES IN WHICH WE OPERATE. WE HAVE A LONG-TERM COMMITMENT TO IMPROVING RELATIONSHIPS IN ALL COMMUNITIES IN WHICH WE OPERATE. OUR RAP IS BUILT ON THE NOTION THAT SAFE, SUPPORTIVE SPACES GIVE PEOPLE THE CHANCE TO CONNECT, SHARE AND SUPPORT EACH OTHER. TOGETHER WE GROW.

ACTION	1.1	1.2
	Wilson Group RAP Working Group (RWG) to actively monitor the development of the RAP, including implementation of actions, tracking progress against targets and reporting.	Wilson Group to participate in and support National Reconciliation Week (NRW) and other events/ celebrations that promote stronger relationships between Aboriginal and Torres Strait
RESPONSIBILITY	Indigenous Engagement Manager (IEM)	All State Managers / Champions RWG IEM
TIMELINE & TARGETS	<p>February 2017</p> <ul style="list-style-type: none"> <li>Ensure RWG comprises of Aboriginal and Torres Strait Islander Peoples representation</li> </ul> <p>February 2017</p> <ul style="list-style-type: none"> <li>RWG oversees the development, endorsement and launch of the RAP.</li> </ul> <p>February and August of 2017, 2018</p> <ul style="list-style-type: none"> <li>Meet at least twice per year to monitor and report on RAP implementation.</li> </ul>	<p>27th May – 3rd June 2017 and 2018</p> <ul style="list-style-type: none"> <li>Organise at least one internal event each year.</li> <li>Develop and communicate an information and activities sheet to encourage employees across Wilson Group to participate and celebrate in NRW.</li> <li>Register our NRW event via Reconciliation Australia's NRW website.</li> <li>Support an external NRW event.</li> <li>Ensure our Working Group participates in an external event to recognise and celebrate NRW.</li> <li>Develop and distribute a fact sheet and calendar of Aboriginal and Torres Strait Islander Peoples significant days/events to Wilson Group employees.</li> <li>Encourage employees to celebrate other significant Aboriginal and Torres Strait Islander Peoples days and/or events.</li> </ul>

1.3	1.4	1.5	1.6
Identify key internal "Champions" (at an Operational level) to undertake promotion and support of the RAP to internal stakeholders.	Communicate the Wilson Group RAP to all employees and external stakeholders to raise awareness of our commitment to reconciliation.	Wilson Group to build and strengthen sustainable relationships with peak Aboriginal and Torres Strait Islander Peoples organisations and other key stakeholders with the aim of becoming a vital link between communities and the Wilson Group	Commit to establishing formal two-way partnerships relevant to our sphere of influence.
Divisional HR IEM All State Managers	CGM HR IEM All State Managers Marketing Manager RWG Divisional HR teams	IEM Marketing/Business Development All State Managers	IEM Marketing/Business Development State Managers
<p>February 2017</p> <ul style="list-style-type: none"> <li>One "Champion" to be identified in each state and provided with individual support to undertake the role.</li> </ul> <p>February 2017</p> <ul style="list-style-type: none"> <li>Provide support to Champions to assist them in progressing the RAP initiatives</li> </ul> <p>April 2017</p> <ul style="list-style-type: none"> <li>Explore to increase "Champions" in each state.</li> </ul>	<p>February 2017, 2018 and 2019</p> <ul style="list-style-type: none"> <li>Promote reconciliation through ongoing active engagement with all stakeholders</li> <li>Implement and review a Marketing / Communication strategy to communicate Wilson Group RAP to all internal and external stakeholders by: <ul style="list-style-type: none"> <li>Providing staff with an electronic copy of the RAP.</li> <li>Providing site offices with a hard copy of the RAP</li> <li>Providing Reconciliation Australia with the Wilson Group RAP for registration and uploading to website</li> <li>Providing the RAP as an attachment to tender documents.</li> <li>Including the RAP as a part of Contract Management Plans where appropriate</li> <li>Incorporating RAP into employee inductions</li> <li>Promoting the RAP in Employee newsletter</li> </ul> </li> </ul>	<p>Ongoing throughout 2017 - 2019 February 2017</p> <ul style="list-style-type: none"> <li>Review and update an engagement plan to work with Aboriginal and Torres Strait Islander Peoples stakeholders for implementation throughout the Wilson Group</li> <li>Meet with local Aboriginal and Torres Strait Islander Peoples organisations to develop guiding principles for future engagement.</li> </ul>	<p>February 2017 and 2018</p> <ul style="list-style-type: none"> <li>Explore joint ventures, partnerships, pro bono, employment, education, health, secondment/community capacity opportunities</li> </ul> <p>June 2017 and 2018</p> <ul style="list-style-type: none"> <li>State Managers and Champions to meet once annually with a community/ Aboriginal and Torres Strait Islander Peoples organisation</li> </ul> <p>February 2017 ongoing</p> <ul style="list-style-type: none"> <li>Wilson Group to invite Aboriginal and Torres Strait Islander Peoples organisations to speak about the advantages of providing employment opportunities for First Australians.</li> </ul>



# RESPECT

WE ARE COMMITTED TO INCREASING OUR AWARENESS, UNDERSTANDING AND RESPECT FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES, HISTORIES, CULTURES AND ACHIEVEMENTS, WHICH WILL ENABLE WILSON GROUP TO PROVIDE A CULTURALLY SAFE WORKING ENVIRONMENT. WILSON GROUP WILL FOCUS ON INCREASING CULTURAL COMPETENCY AMONG EMPLOYEES AND OBSERVING APPROPRIATE CULTURAL PROTOCOLS, AS THESE ARE IMPORTANT TO US. PART OF OUR RAP WILL ALSO AIM TO ACTIVELY ENCOURAGE OUR EMPLOYEES TO PARTICIPATE IN ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES FESTIVALS, CELEBRATIONS AND ACKNOWLEDGE SIGNIFICANT FIRST AUSTRALIAN EVENTS.

ACTION	2.1 Engage employees in understanding Aboriginal and Torres Strait Islander Peoples cultural protocols such as Acknowledgement of Country and Welcome to Country, including any local cultural protocols to Wilson Group areas of operation.
RESPONSIBILITY	IEM RWG State Manager
TIMELINE & TARGETS	<p>February 2017 ■ Explore and create a contact list of the Traditional Owners of the lands and waters are in the areas in which we work</p> <p>February 2017 ■ Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgment of Country and Welcome to Country protocols (including any local cultural protocols)</p> <p>February 2017 ■ Develop, implement and communicate a protocol document to all staff for Acknowledgment of Country and Welcome to Country</p> <p>As per Wilson Calendar of events ■ Identify at least one significant event at which a Welcome to Country from a Traditional Owner will be included, such as leadership conferences, Awards ceremonies etc.</p> <p>February 2017 and ongoing ■ Include Acknowledgement of Country at the commencement of important external and external meetings.</p> <p>March 2017 and ongoing ■ Investigate the opportunity to display local Tradition Owner names in conference rooms at State Offices or sites under the Group's control where appropriate/ applicable.</p>

2.2 Engage employees in cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander Peoples cultures, histories and cultures and achievements.	2.3 Celebrate NAIDOC Week and provide opportunities for Aboriginal and Torres Strait Islander Peoples employees to engage with their culture and community through NAIDOC Week events.
IEM Divisional HR All State Managers Marketing	GGM HR IEM All State Managers RWG Champion Marketing
<p>February 2017 ■ Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander Peoples cultures, histories and achievements within Wilson Group</p> <p>March 2017 ■ Continue to implement and review cultural awareness training strategy (including online cultural awareness training) including 'Journey stories' of Wilson employees. In particular, provide opportunities for RWG members, RAP Champions, HR managers and other key leaders including Supervisors, Managers and Coordinators to participate in training</p> <p>February 2017 and ongoing ■ Continue opportunities to engage with Aboriginal and Torres Strait Islander Peoples consultants to facilitate face-to-face Cultural Awareness training for the Wilson Group employees</p> <p>February 2017 ■ Develop and implement online Aboriginal and Torres Strait Islander Peoples cultural awareness training</p> <p>February 2017 ■ Investigate the opportunity to include Aboriginal and Torres Strait Islander Peoples flags design in collateral and corporate documentation</p> <p>February 2017 and ongoing ■ Continue to commission and display Aboriginal and Torres Strait Islander Peoples artwork including name artist and story of artwork in Wilson Group offices.</p>	<p>July 2017, 2018 and 2019 ■ Host one internal NAIDOC Week event each year</p> <p>■ Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week</p> <p>■ Provide information on NAIDOC Week and encourage all staff members to participate in events</p> <p>■ Provide opportunities for Aboriginal and Torres Strait Islander people employees to participate in local NAIDOC Week events.</p>



# OPPORTUNITIES

OUR RAP GOAL IS TO INCREASE EMPLOYMENT OPPORTUNITIES FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES. WE BELIEVE JOBS HAVE A POWERFUL IMPACT ON THE WELLBEING OF AN INDIVIDUAL, THEIR FAMILY AND COMMUNITY. WILSON GROUP AIMS TO INCREASE OPPORTUNITIES WITHIN THE ORGANISATION AND IN THE COMMUNITY FOR FIRST AUSTRALIANS. WE WILL ALSO INVESTIGATE INCREASING OUR SUPPLY CHAIN AND ENGAGEMENT WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES BUSINESSES.

ACTION	
3.1 Investigate opportunities to increase Aboriginal and Torres Strait Islander Peoples employment opportunities within Wilson Group, which includes retention and mentoring.	
RESPONSIBILITY	GGM HR / Divisional HR IEM All State and Operations Managers Marketing
TIMELINE & TARGETS	
February 2017	■ Develop Register to assist with identifying suitable candidates for employment opportunities across the Wilson Group
March 2017	■ Review HR recruitment procedures and policies to ensure barriers to employment for Aboriginal and Torres Strait Islander people employees are able to be addressed
February 2017 onwards	■ Engage with existing Aboriginal and Torres Strait Islander people staff members to consult on employment strategies, including professional development.
February 2017	■ Develop and pilot different approaches to increasing Aboriginal and Torres Strait Islander Peoples employment e.g. Training Programs (this may include training pathways, apprenticeships, internships, cadetships and work experience)
February 2017 onwards	■ Investigate the opportunity to include 'Aboriginal and Torres Strait Islander people are encouraged to apply' in all job advertisements
February 2017	■ Develop a plan to advertise all vacancies in Aboriginal and Torres Strait Islander Peoples media (Indigenous Recruitment Organisations, Koori Mail, National Indigenous Times and online employment forums)
February 2017	■ Develop and identify a suitable cultural and professional mentoring network to support Aboriginal and Torres Strait Islander people employees
February 2017	■ Develop a plan to provide workplace and training needs for Aboriginal and Torres Strait Islander people employees
March 2017	■ Investigate the possibility of implementing an Aboriginal and Torres Strait Islander Peoples Cultural Leave Policy at Wilson Group.

3.2 Continue to incorporate and increase Aboriginal and Torres Strait Islander people supplier diversity within Wilson Group.	3.3 Participate in Aboriginal and Torres Strait Islander Peoples community events to promote employment opportunities at the Wilson Group.
IEM Marketing/Business Development State Managers (or delegates)	GGM HR Divisional HR State Managers RWG / Champions ATSI Wilson employees
October 2017	■ Review procurement procedures to identify barriers to Aboriginal and Torres Strait Islander businesses to supply the Wilson Group with goods and services.
February 2017	■ Continue to promote Supply Nation and communicate to relevant employees to utilise
February 2017	■ Investigate partnering with local First Australians Chambers of Commerce
February 2017 and 2018	■ Look to develop further partnerships throughout the supply chain and enable commercial relationships where possible
March 2017	■ IEM to provide supply Nation member listing to relevant internal stakeholders
February 2017	■ IEM to promote supply nation training to relevant internal stakeholders
December 2017	■ IEM to develop Wilson Group register of First Australian services procured by Wilson.
2017, 2018 and 2019	■ Attend at least one Aboriginal and Torres Strait Islander Peoples Job Information Session/ or Career Day each year
2017, 2018 and 2019	■ Identify and provide Aboriginal and Torres Strait Islander people employees with the opportunities to promote Wilson employment opportunities at community events.



TRACKING PROGRESS AND REPORTING

ACTION	4.1 Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	4.2 Prepare annual report on progress of RAP achievements, challenges and learnings internally and externally.	4.3 Review, refresh and update RAP
RESPONSIBILITY	IEM	IEM	IEM RWG GGM HR
TIMELINE & TARGETS	<div>Submit by 30 February 2018 and 2019</div> <div><div>■ Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually</div><div>■ Investigate participating in the RAP Barometer</div></div>	<div>February 2018 and 2019</div> <div><div>■ Establish the requirements and process for annual reporting against the RAP's measureable targets for the CEO</div></div> <div>February 2018 and 2019</div> <div><div>■ Publicly report the Wilson Group's achievements, challenges and learnings</div></div>	<div>February 2018</div> <div><div>■ Review, refresh and update RAP based on learnings, challenges and achievements toward the end of our Innovate RAP</div><div>■ Send draft RAP to Reconciliation Australia for formal feedback and endorsement.</div></div>





