



RECONCILIATION
ACTION PLAN

REFLECT

Aussie Broadband

Reflect – Reconciliation Action Plan

August, 2021 – August, 2022



A message from our Managing Director, Phillip Britt

Aussie Broadband's Reconciliation Action Plan, presented here, is another step towards our deep commitment to inclusion.

Two of our closely-held values – which are really instructions on how we do business – are “no bulls*+” and “be good to people”.

With these in mind, we see this Reconciliation Action Plan as a chance for us as a business to:

- Acknowledge the wrongs done to First Nations Peoples, alongside their immense strength and resilience.
- Listen, explore and yarn to help deepen our understanding of First Nations cultures and connection to country
- Commit to practical actions that empower First Nations Peoples and organisations.

In the spirit of no bulls*+, we know that we have a lot to learn – and our learning will never end. Part of the joy in building this plan has been the opportunity for us to develop closer relationships with First Nations Peoples and organisations, including those working for us and their allies, the Gunai-Kurnai people in our home base of Gippsland, and Reconciliation Australia.

It has given us the opportunity to think about what it really means to be an ally, and in the words of Red Dust CEO Scott Stirling, a contributor to a vast land of both rich, ancient and largely untapped cultures and of a modern and diverse society.

In the end, it is only action that will demonstrate our commitment. I look forward to seeing this plan in action, and on behalf of the Board and myself, I thank everyone who has contributed to it.



A handwritten signature in black ink, appearing to read 'P. Britt'.

Phil Britt
Managing Director
Aussie Broadband

About Aussie Broadband

Aussie Broadband is a regionally-based internet provider that is in business to change the telco game. We operate with a set of values that we use every day to make decisions - including “no bullshit”, “be good to people” and “have fun”. A challenger internet service provider with a reputation for providing high-quality internet and transparent customer service, our network extends across Australia, into each state and territory.

Aussie Broadband is a group of people driven by our values, committed to building an inclusive environment both within and outside of the organisation. We have a deep interest in not only technology, but also values and ethics, the underdog, regional Australia and the occasional good belly laugh. We are a Certified Great Place to Work, with working groups that include Inclusion and Diversity, our Aussie Pride Network and a Corporate Giving Group.

Currently, we support our communities through product sponsorships, staff-led fundraising programs, corporate donations, generous community service leave for our staff, relief for disaster-affected customers and much more. Helping communities is in our DNA.

Our team of over 600 employees is based wholly in Australia, with office locations in Victoria (Morwell in the La Trobe Valley and Lynbrook in the outer-eastern suburbs of Melbourne), a new office in Perth, WA and a small satellite office in Darwin

Currently we employ 7 Aboriginal and Torres Strait Islander staff, based on our employee self-reporting survey.

A message from Reconciliation Australia

Reconciliation Australia welcomes Aussie Broadband to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Aussie Broadband joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Aussie Broadband to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Aussie Broadband, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



Karen Mundine

Chief Executive Officer
Reconciliation Australia

Our RAP

By growing our cultural competencies our organisation will thrive with the knowledge, skills and confidence to work more effectively with our Aboriginal and Torres Strait Islander colleagues, customers, companies and communities.

Acknowledging and addressing the historical – and often intergenerational – injustices and inequities experienced by Aboriginal and Torres Strait Islander peoples since colonisation is a critical component of reconciliation.

It is also simultaneously imperative to acknowledge the strengths and resilience shown by Aboriginal and Torres Strait Islander peoples, cultures and communities in the face of discrimination, and to celebrate the continued significance of Aboriginal and Torres Strait Islander contributions in shaping a shared sense of national unity and identity.

Aussie Broadband established its RAP Working Group in September 2020 to develop the RAP and engage in activities to promote Aussie Broadband’s vision for reconciliation. The working group is supported and championed by Executive Sponsor Janet Granger-Wilcox, General Manager, Corporate Affairs. This RAP is a practical plan of action built on relationships, respect and opportunities. We continue to develop and grow our RAP to ensure social change and economic opportunities for Aboriginal and Torres Strait Islander Australians.

As part of this Reflect RAP Aussie Broadband will seek to:

Implement initiatives to assist the employment and opportunities of Aboriginal and Torres Strait Islander peoples.

Increase Aussie Broadband’s employment of Aboriginal and Torres Strait Islander peoples and our use of Aboriginal and Torres Strait Islander suppliers in our supply chains, in the delivery of services.

Build and nurture our relationship with Aboriginal and Torres Strait Islander community groups and organisations on the land our business operates on, establishing a foundation of trust and collaboration.

This RAP represents Aussie Broadband’s first Reconciliation Action Plan, is in the form of a Reflect RAP and is the first step on the journey to reconciliation.

Our partnerships and current activities

Aussie Broadband has participated in cultural events, including NAIDOC Week 2020 and 2021, in which a rich programme of activities, education and experiences were promoted to staff. Our RAP Working Group attended cultural awareness training, run by a member of the Gunaikurnai Land and Waters Aboriginal Corporation (GLaWaC), which focussed on the rich and challenging history of our regional birthplace. We have built strong links with GLaWaC, taking advice and instruction from them when developing Acknowledgment of Country plaques for our Morwell offices, and terms of reference for our RAP working group.

Since July 2019, Aussie Broadband customers have raised over \$200,000 in on-bill donations for Small Change Big Change, a charity initiative from Telco Together Foundation that helps build resilient young Australians. One of the three organisations supported by Small Change Big Change is Red Dust, which delivers innovative health promotion programs and community development projects in partnership with remote communities in NT, encouraging Indigenous youth to learn more about health and make healthy lifestyle choices through the mentoring and influence of positive role models in sport, art, music and dance. In 2020, Red Dust engaged over 1,709 youth through the work of 71 role models.

As part of building job pathways and connections to education around our two Victorian office locations in Morwell and Lynbrook, and our new office in Perth we have connected with La Trobe City Council, Shire of Casey and the Town of Victoria Park's Indigenous Advisors to identify local support agencies that will form a part of our training and development programs for Aboriginal and Torres Strait Islander peoples.

About the artist

Ronald Edwards Pepper is a proud Gunai Kurnai artist, living in Morwell, Victoria.



"As an artist I'm keen to continue to express myself through my paintings and tell the stories of my ancestors. My nanna and her stories have been part of my life and influence my artworks. My grand-parents are Dolly Mullet & Watson Pepper and they came from Lake Tyers Mission and then moved to Morwell in the 1960's.

I have sold most of my paintings around the valley and in Melbourne too. I'm starting to be recognised for my artworks and my greeting cards which have been selling to Koorie networks and other organisations. I like going to arts functions with all the Koorie artists around Victoria. When we come together to share all our stories and cultural ways, we let the whole world know who we are. "

About the Artwork:

This work represents a meeting place. A place to sit and learn about Country and culture, and the Aboriginal people of the Gunai Kurnai nation. A meeting of cultures where stories are shared, and a common future is created."

Relationships



Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	December, 2021	CIM (Community Impact Manager)
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December, 2021	CIM
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	CIO-DI (Community Impact Officer – Diversity and Inclusion)
	RAP Working Group (RWG) members to participate in an external NRW event.	27 May- 3 June, 2022	CIO-DI
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2022	CIM
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	December 2021	CIM
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2021	CIO-DI lead and RWG assist
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August 2021	CIO-DI
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2021	P&C Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August 2021	Head of P&C

Respect



Respect			
Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	June, 2022	CIM lead with TW (Tender Writer)
	Conduct a review of cultural learning needs within our organisation.	April, 2022	CIM lead with RWG
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	April, 2022	CIM lead, CIO-DI to assist
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July, 2022	CIM
	Install Acknowledgement of Country plaques in all office locations	September, 2021	CIOs (Community Impact Officers)
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June, 2022	CIOs
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June, 2022	CIOs
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2022	CIM

Opportunities



Opportunities			
Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	April, 2022	CIM lead with TW (Tender Writer)
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March, 2022	CIM lead with RWG
	Investigate the possibility of developing and implementing industry specific pathways to employment ie traineeships and scholarships with mentoring and work experience opportunities, utilising the services of Aboriginal and Torres Strait Islander employment/ recruitment services.	June, 2022	Head of P&C/ P&C Officer
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June, 2022	CIM lead with TW assisting
	Investigate Supply Nation membership.	December, 2021	OA (Office Administrator)
	Develop and explore options for commercial relationships with Aboriginal and Torres Strait Islander industry specific businesses in line with current procurement policies,	September, 2022	CIM



Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	August, 2021	CIM
	Draft a Terms of Reference for the RWG.	August, 2021	CIM
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	August, 2021	CIM lead with P&C Officer assisting
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	September, 2021	CIM
	Engage senior leaders in the delivery of RAP commitments.	October, 2021	CIM
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September, 2021	CIM
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, 2021	CIM
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	May, 2022	CIM

Contact details

Name:

Caroline Kennon

Position:

Community Impact Manager

Phone:

(03) 5165 0184

Email:

caroline.kennon@team.aussiebroadband.com.au