

Reconciliation Action Plan

November 2022 – December 2023





Unity

The turtles in this artwork represent the 4 core values of the business, which are: Moral, Legal, Ethical & Respect.

The rocks in the artwork represent the 4 pillars of the organisation – Sustainable Growth, Process Excellence, People Engagement & Innovation. The artwork inside the pillars represent the hard work and dedication by the organisation to maintain the strength in these pillars.

The banks of the river and the river itself represent the Murray River, the traditional lands of my people and a provider of life. The circles within the river, represent the many people and organisations that Consolidated have been involved with through the years.

The artwork itself has no start point and no end point, it shows the continual movement of a well run organisation. It represents the constant shifting and moving with the times, never being stagnant and always trying to be innovative.

About the Artist

Gary Saunders is a proud Bangerang, Wiradjuri, Yorta Yorta and Dja Dja Wurrung man, born in Shepparton and raised in Mooroopna in the Goulburn Valley area.

Gary is an Artist, Graphic Designer and Musician and manages the Indigital Centre which is based at the Aborigines Advancement League in Thornbury, Victoria.

Acknowledgement of Country

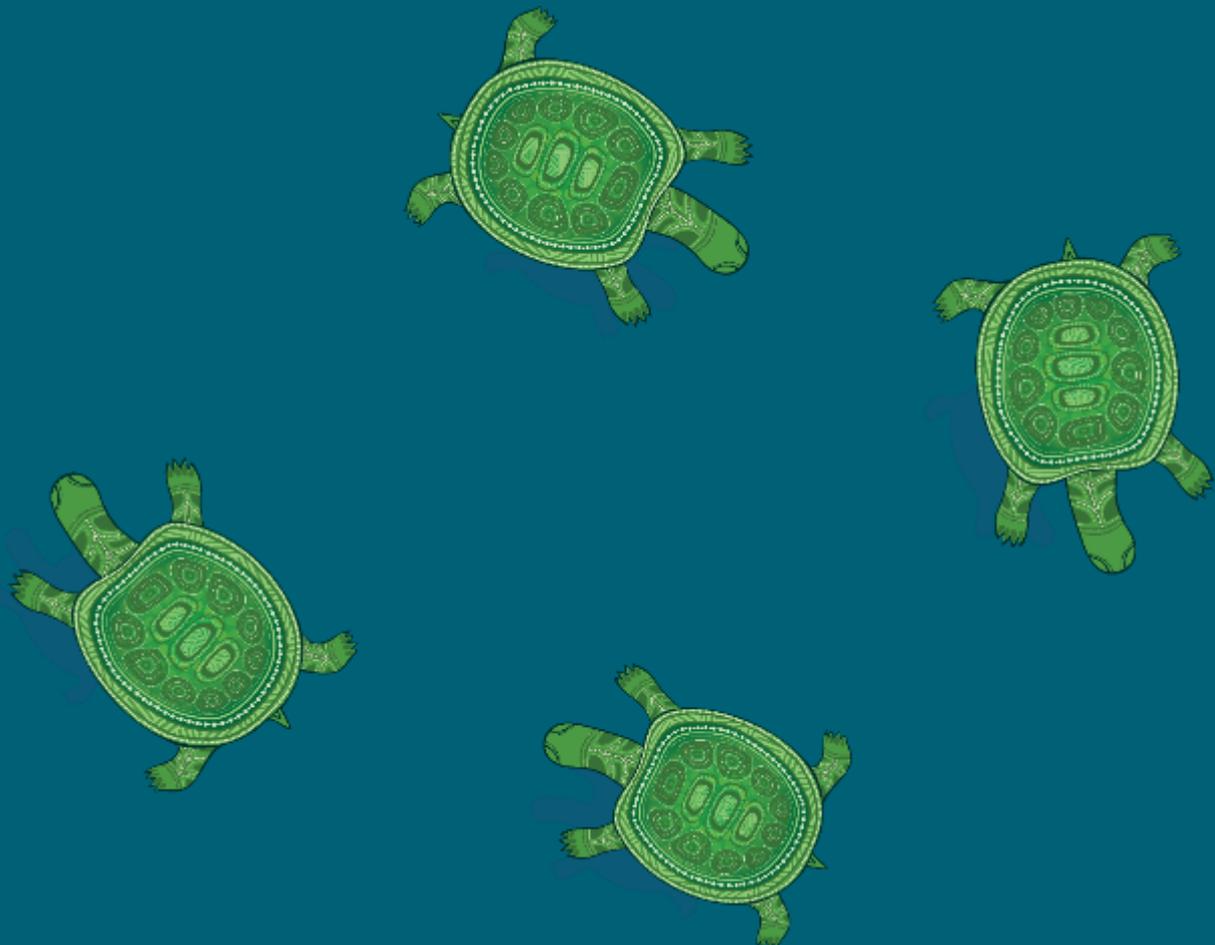
Consolidated Property Services (Australia) Pty Ltd acknowledges the Traditional Owners of Country throughout Australia.

We recognise the significant importance of their cultural heritage, values and beliefs and how these contribute to the positive health and wellbeing of the whole community.

We pay our respects to Elders past and present.

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A Message from Reconciliation Australia



Reconciliation Australia congratulates Consolidated Property Services (Consolidated) on continuing its reconciliation journey by formally endorsing Consolidated's second Reflect Reconciliation Action Plan (RAP).

Through this plan, Consolidated continues to play an important role in a network of more than 2,200 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 close to 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 continues the journey and primes 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 to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Consolidated 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 steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Consolidated on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

A Message from our Founders | John & Mary Grant



For reconciliation to be achieved, we have a passion and commitment to make change, while paying homage and respect to the impacts of the past on Aboriginal and Torres Strait Islander peoples. The formulation of this Reflect RAP is indicative of our commitment to social and cultural change through respectful and trusting engagement and partnerships with Aboriginal and Torres Strait Islander peoples and their communities.

Consolidated have a culturally diverse workforce and we take great pride in the respectful relationships we have built with our eclectic workforce for over 40 years.

As founders of the business, we wholeheartedly support the long-term commitment of our business to improve our engagement and establish sustainable positive outcomes with Aboriginal and Torres Strait Islander communities as a part of our commitment to reconciliation.

A Message from our CEO | Arthur Mallios



It gives me great pleasure to be presenting Consolidated's Reflect Reconciliation Action Plan.

Our reflect RAP will articulate the vision for our business to further our engagement with the Aboriginal and Torres Strait Islander communities in which we operate. We understand that reconciliation is not a 'quick fix' and as such we are committed to a long-term plan to build internal respect and relationships with Aboriginal and Torres Strait Islander peoples and communities.

We acknowledge that we need to improve our engagement with Aboriginal and Torres Strait Islander communities. This RAP will stimulate engagement with Aboriginal and Torres Strait Islander peoples and enable us to collaborate and engage with organisations that support Aboriginal and Torres Strait Islander peoples.

Our Business

Consolidated Property Services (“Consolidated”) was established in 1977 in Melbourne by the Grant family. We are a privately owned company which employs a large, diverse and dedicated team who provide industry leading services to our valued clients.

Consolidated is a provider of Commercial Cleaning and Property Services to clients in the Commercial, Retail and Education sectors. The core of our business is working with our clients to maintain the highest possible presentation standards for their properties, whilst maintaining a safe and hygienic environment for all staff, tenants and visitors.

Across all our worksites, we have a culturally diverse workforce in excess of 3,000 employees. It has been identified that currently we have two Aboriginal staff and no Torres Strait Islander staff working for Consolidated.

Consolidated Property Services currently has operations in 3 states of Australia – Victoria, New South Wales, and South Australia, with 3 designated office locations across Australia.

It is the vision of Consolidated to:

- Foster a working environment which enables Sustainable Growth of the business which provides job security and ongoing employment opportunities for all of our team members;
- Embrace a collaborative approach in the pursuit of Process Excellence which ensures legislative compliance; ethical employment practices; financial governance and risk management;
- Create a working environment that offers career opportunities; effective communications; strong relationships and facilitates People Engagement in all areas of the business; and
- Continually explore Innovation through technology, practices, methodologies and / or equipment in cleaning and environmental management.

The objectives at Consolidated which lay the foundation, and underpin our 4 pillars are:

- Professionalism and integrity in all our business dealings;
- A passion to assist our clients in achieving their desired objectives;
- Maintain a well-trained, skilled and motivated workforce; and
- Achieve Industry best practice.

Our Reconciliation Action Plan

As a business who engages an extremely diverse workforce, we have identified that our engagement with Aboriginal and Torres Strait Islander communities is well below where we believe it should be. In order to rectify this, the development and implementation of our Reflect RAP is a formal commitment by Consolidated to increase our overall engagement and impact with Aboriginal and Torres Strait Islander peoples and communities.

Our vision is one in which all of our employees acknowledge, understand and help celebrate the proud heritage of Australia's First Peoples. It is our mission at Consolidated to build sustainable relationships with Aboriginal and Torres Strait Islander communities, by:

- establishing mutual respect;
- communicating effectively; and
- building trust.

As part of our corporate social responsibility efforts, Consolidated Property Services will be working to increase awareness of the reconciliation movement and provide opportunities for career development, sustainable business growth and economic participation of Aboriginal and Torres Strait Islander peoples within our business.

Our Reconciliation Action Plan was developed to acknowledge the value of Aboriginal and Torres Strait Islander peoples, understand the barriers they face and provide them with opportunities in the community.

Furthermore, by implementing this across our business, we're able to assist in educating non-Indigenous Australians while paying respect to the impacts of the past on Aboriginal and Torres Strait Islander peoples.

The internal champion for our Reflect RAP and its development is General Manager, People & Culture – Mark Guinea. An internal working group will be formed, which will consist of representatives across all facets of the business, with the responsibility for the implementation and ongoing staff engagement of the RAP.

Consolidated Property Services supports the nation's progress toward reconciliation through cultural awareness and improved race relations, which will in turn will lead to greater equality and equity.

Our Reconciliation Journey

Our reconciliation journey to date has included the following activities:

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- Mar 2020 – Aug 2022** The impacts of the COVID-19 pandemic created extraordinary pressure on our business and resources, resulting in critical reprioritisation of activities, including deliverables in our original Reflect RAP.
 - February 2022** We engaged NRG Indigenous as a supplier. Proudly Indigenous owned and operated, NRG Indigenous delivers professional cleaning services while creating avenues of empowerment for Aboriginal and Torres Strait Islander peoples.
 - February 2022** We began a site trial with Chemrose Suppliers Pty Ltd. Proudly Indigenous owned and operated, Matt and George Rose are proud Gamilaroi men from Walgett NSW and are respected and well-known for their passion and commitment to the empowerment of Aboriginal and Torres Strait Islander peoples.
 - May 2022** National Reconciliation Week communications were rolled out to the management team across the business.
 - July 2022** The Board of Directors and Company Executive resolved to re-commence our reconciliation journey through development of a second Reconciliation Action Plan to rectify a glaring deficiency of our business and increase our involvement with Aboriginal and Torres Strait Islander peoples and communities.
 - July 2022** NAIDOC Week communication was rolled out to the management team across the business and promoted on the corporate LinkedIn page.
 - July 2022** We purchased 672 tonnes of carbon offsets from the Nyaliga Aboriginal Corporation for their highly regarded Nyaliga Fire Project.
 - August 2022** A donation was made to Yallara, a not-for-profit organisation that offers scholarships at boarding schools for Indigenous children from regional, rural and remote communities.
 - August 2022** We re-engaged with BlackCard to provide targeted cultural training to new and existing staff.
 - August 2022** The registration process to become a member of Supply Nation was finalised.
 - August 2022** We re-engaged with Reconciliation Australia to seek support in re-setting our RAP journey to ensure we were headed in the right direction for submission of our second Reflect RAP.
 - August 2022** This RAP has been reviewed and endorsed by the Consolidated Executive Team prior to the presentation and endorsement by the Board of Directors.

Our Partnerships and Activities

The entire executive group at Consolidated have participated in Cultural Capability training with BlackCard Pty Ltd at the Koori Heritage Trust at Federation Square in Melbourne, facilitated by Mundanara Bayles and Dr Mary Graham

Consolidated is a Supply Nation member in order to further our engagement with Aboriginal businesses as part of our supply chain.

To assist us in furthering our engagement with Aboriginal and Torres Strait Islander peoples, we have worked with Yarn'n Aboriginal Employment Services in the hope of providing career pathways for jobseekers from the community.

As part of our reconciliation journey, it is our goal to engage more with Aboriginal and Torres Strait Islander communities, and we are currently reviewing charity and NFP partners who share a similar culture, values and principles to that of our business.





Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	Identify and engage with Aboriginal and Torres Strait Islander stakeholders and organisations within our sphere of influence	December 2022	HR Coordinator
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations	January 2023	GM, Business Services
	Explore Opportunities to support charitable organisations aligned with improving educational opportunities and economic outcomes for Aboriginal and Torres Strait Islander peoples	August 2023	CEO
2. Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff	May 2023	Marketing Coordinator
	RAP Working Group members to participate in an external NRW event	27 May – 3 June 2023	Chief Commercial Officer
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW	27 May – 3 June 2023	Chief Commercial Officer
3. Promote reconciliation through our sphere of influence	Communicate commitment to reconciliation to all staff	January 2023	Chief Commercial Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey	December 2022	GM, People & Culture
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey	December 2022	GM, People & Culture
4. Promote positive race relations through anti-discrimination strategies	Research best practice and policies in areas of race relations and anti-discrimination	April 2023	GM, People & Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs	April 2023	Chief Commercial Officer
	Review and update the Equal Opportunity Policy and ensure that this is implemented across the organisation	January 2023	HR Manager



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 an understanding of our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements	December 2022	HR Coordinator
	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation	December 2022	Chief Commercial Officer
	Conduct a review of cultural learning needs within our organisation	March 2023	Learning & Development Manager
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	December 2022	GM, People & Culture
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	December 2022	Learning & Development Manager
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 2023	Marketing Coordinator
	Introduce our staff to NAIDOC Week by promoting external events in our local area	June 2023	Marketing Coordinator
	RAP Working Group to participate in an external NAIDOC Week event	First week in July 2023	Chief Commercial Officer



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	July 2023	Resourcing Manager
	Ensure all employment advertising clearly states, "Consolidated is an equal opportunity employer and encourages people of Aboriginal and Torres Strait Islander descent to apply".	November 2022	Resourcing Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities	August 2023	Learning & Development Manager
	Investigate opportunities for the implementation of an internal Aboriginal and Torres Strait Islander development program in collaboration with a recognised Aboriginal and Torres Strait Islander employment services provider	September 2023	Resourcing Manager
	Explore work experience opportunities for Aboriginal and Torres Strait Islander peoples	October 2023	GM, People & Culture
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses	June 2023	GM, Business Services
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	June 2023	GM, Business Services
	Engage as an active member of Supply Nation	December 2022	GM, Business Services
	Update Sustainable Procurement Principles to ensure engagement with Supply Nation Indigenous Business Direct during procurement activities	December 2022	GM, Business Services
	Provide introduction and learning to internal teams on updated procurement processes and benefits	December 2022	GM, Business Services



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	November 2022	GM, People & Culture
	Draft a Terms of Reference for the RWG	November 2022	GM, People & Culture
	Establish Aboriginal and Torres Strait Islander representation on the RWG	November 2022	GM, People & Culture
11. Provide appropriate support for effective implementation of RAP commitments	Define resource needs for RAP implementation	December 2022	Chief Commercial Officer
	Engage senior leaders in the delivery of RAP commitments	January 2023	Chief Commercial Officer
	Appoint a senior leader to champion our RAP internally	November 2022	Chief Commercial Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments	January 2023	GM, People & Culture
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings, both internally and externally	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we don't miss out on important RAP correspondence	June annually	GM, People & Culture
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire	1 August annually	GM, People & Culture
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia	30 September annually	GM, People & Culture
13. Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP	September 2023	GM, People & Culture



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