



CoAct Reflect Reconciliation Action Plan

October 2021 - December 2022





Our business

CoAct is a national partnership of for-purpose Service Partners, working together to make a difference in the lives of everyday Australians through employment services and community activation.

CoAct has been making a difference in the lives of Australians since 1997 we're committed to helping job seekers and connecting people with their community.

CoAct employs 93 employees across Australia with 4.31% identifying as Aboriginal or Torres Strait Islander. CoAct has three offices in Brisbane QLD, Sydney NSW and Perth WA with employees scattered throughout Australia working remotely and regionally.



A message from the CEO and Chair

CoAct's purpose is to assist the most vulnerable in our communities to move out of poverty and disadvantage. This purpose drives our vision to see equality and equity for Aboriginal and Torres Strait Islander peoples and will underpin our approach to reconciliation.

We are inspired by our vision for reconciliation being that Aboriginal and Torres Strait Islander peoples are empowered to take a place of equity and respect. We aspire to be part of the journey that sees all Australians understand, value and recognise Aboriginal and Torres Strait Islander cultures and heritage as a proud part of our national identity.

Our Reconciliation Action Plan represents the beginning of our journey and will form a blueprint on how CoAct aims to build stronger relationships between Aboriginal and Torres Strait Islander people and the wider Australian community to ultimately create employment opportunities.

Our existing values of Leadership, Collaboration, Creativity, Respect and Integrity set a solid foundation for our journey. These values will help guide our approach by having the courage to shape a better future, challenging ourselves to think differently, showing respect and valuing everyone that we work with and the contribution they can make.

We pride ourselves on demonstrating integrity by advocating fairness and an open approach to our reconciliation journey. We actively seek opportunities to learn and acknowledge the true history of Australia and its ongoing impacts on Aboriginal and Torres Strait Islander peoples. We believe strongly in contributing to a brighter future for all.

We understand that at the heart of reconciliation is the relationship between the broader Australian community and Aboriginal and Torres Strait Islander people and we will continue to develop relationships based on trust and respect within the communities that we serve.

Matt Little
CEO, CoAct

Lynn Smart
Chair of Board, CoAct



Our RAP

CoAct's vision for reconciliation is that Aboriginal and Torres Strait Islander people are empowered to take a place of equity and respect.

We aspire to be part of the journey that sees all Australians understand, value and recognise Aboriginal and Torres Strait Islander cultures and heritage as a proud part of our national identity. Our purpose is to help the most vulnerable in our communities move out of poverty and disadvantage. This drives our vision to see equality and equity for Aboriginal and Torres Strait Islander peoples and underpins our approach to reconciliation.

Our Reconciliation Action Plan is an agreed blueprint on how CoAct aims to build stronger relationships between Aboriginal and Torres Strait Islander people and the wider Australian community to ultimately create employment opportunities. Our values of Leadership, Collaboration, Creativity, Respect and Integrity will help guide our approach. This includes having the courage to shape a better future, challenging ourselves to think differently, showing respect and valuing everyone that we work with and the contribution they make. By advocating fairness and being open on our reconciliation journey as well as actively seeking opportunities to learn and acknowledge the true history of Australia and its ongoing impacts on Aboriginal and Torres Strait Islander peoples, we hope to contribute to a brighter future for all.

Our intention for delivering a sustainable and innovative Reconciliation Action Plan is supported by key roles in the business. Driven from our leadership, the CoAct RAP Champion is a part of our Executive Management Group and holds the title of Chief Operating Officer. This position is responsible for driving awareness and engagement throughout the business. The CoAct Indigenous Advocate is positioned within a contract we deliver, jobactive, which has the most connection to Aboriginal and Torres Strait Islander peoples in the communities we serve. This role will be responsible for connecting our actions back to the communities, histories and cultures. Our RAP working party is made up of volunteer committee members with a requirement for a representative in each major CoAct site and a remote workers member. Lastly, we will involve administration support from each site to run localised events and coordinate employee logistics on the ground. This group will be managed by the People Experience Coordinator.

We understand that at the heart of reconciliation is the relationship between the broader Australian community and Aboriginal and Torres Strait Islander people. We will continue to develop relationships based on trust and respect within the communities where we work. We will adopt a spirit of collaboration and willingness to listen and understand. We will look for opportunities to embed cultural competence, inclusion and diversity into our business and services. We believe that sustained employment transforms lives and our journey towards reconciliation will help us improve our services and help provide better life outcomes for Aboriginal and Torres Strait Islander peoples.

Our partnerships and current activities

CoAct encourages Aboriginal and Torres Strait Islander people to apply for all positions and, if successful, educate employees on cultural competencies throughout their employment.

CoAct looks to further its internal activities and initiatives through this Reflect RAP and expand these through to its wider Service Partner network.

CoAct's national network of for-purpose Service Partners strives to make a difference in the lives of everyday Australians through our employment services contracts and social enterprises. CoAct's partnership model successfully brings together all the specialist knowledge and experience of our partners in one central location to share across the network. This unique model is our competitive advantage and delivers the best of local and national expertise.

CoAct and its Service Partners have relationships with a number of Aboriginal and Torres Strait Islander organisations and communities. These partnerships have been created to support Aboriginal and Torres Strait Islander customers access holistic supports during their journey to employment. These relationships evolve as the needs of customers evolve. CoAct aim to be responsive to the needs of customers and continually build on these relationships and partnerships.

- At a national level: CoAct works alongside our Service Partners to improve services, share knowledge, provide best practice guidance and design innovative solutions for our employers and customers.

CoAct has successfully delivered a significant amount of employment opportunities for Aboriginal and Torres Strait Islander people directly into nationwide business. This includes, but is not limited to [Compass Group](#), [Coles Indigenous Employment Programs](#), [Woolworths Indigenous Employment Programs](#), [THEE Rail](#), [Target Indigenous Engagement Strategy](#), [Voyages Recruitment](#) and [Accor Indigenous Programs](#).

- At a local level: CoAct Service Partners are employment experts who know their community and local job market and are well connected with local employers and support services.
 - » CoAct is committed to continually engaging smaller local communities. This includes, but is not limited to, our success with jobactive contracts which help Yarrabah and Broome Aboriginal and Torres Strait Islander residents gain employment and give back to their local communities through employment initiatives overseen by CoAct. Similar to this is CoAct's partnership with Rockhampton Community Solutions which has lead to Woorabinda Aboriginal community gaining more employment options.
 - » CoAct is committed to working with local Indigenous organisation to identify referral pathways for Indigenous jobseekers



Relationships

Action	Deliverables	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	February 2022	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	February 2022	<i>People Experience Coordinator</i>
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	April 2022	<i>Site Administration Support</i>
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May 2022 - 3 June 2022	<i>Manager – People & Strategy</i>
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May 2022 - 3 June 2022	<i>Manager – People & Strategy in conjunction with site administration support: People Experience Coordinator, Sydney Business Support Officer and Perth Administrator</i>
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	January 2022	<i>Manager – People & Strategy</i>
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	February 2022	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	February 2022	<i>People Experience Coordinator</i>
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	March 2022	<i>People & Culture Officer</i>
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs. 	March 2022	<i>Manager – People & Strategy</i>

Respect



Action	Deliverables	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	July 2022	<i>Manager - People & Strategy</i>
	<ul style="list-style-type: none"> <i>Create a business case to collect appropriate data and apply for appropriate actions over the next financial year</i> 	June 2022	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> <i>Submit Executive Management Group paper on deliverables</i> 	July 2022	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	April 2022	<i>People & Culture Officer</i>
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	March 2022	<i>CoAct Indigenous Officer</i>
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. Information gathering: <ul style="list-style-type: none"> » Traditional Owners: Lands of CoAct » Elders in each area country 	February 2022	<i>CoAct Indigenous Officer</i>
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. <ul style="list-style-type: none"> » Brisbane Office » Sydney Office » Perth Office 	July 2022	<i>Brisbane: People Experience Coordinator</i> <i>Sydney: Business Support Officer</i> <i>Perth: Administrator</i>
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2022	<i>People & Culture Officer</i>
	<ul style="list-style-type: none"> RAP Working Group to research and promote events surrounding main offices and remote employee locations 	July 2022	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event 	July 2022	<i>Manager - People & Strategy</i>

Opportunities

Action	Deliverables	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation 	July 2022	<i>Manager - People & Strategy</i>
	<ul style="list-style-type: none"> Build an understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	July 2022	<i>CoAct Indigenous Advocate</i>
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Investigate Supply Nation membership 	January 2022	<i>Manager - People & Strategy</i>
	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	April 2022	<i>CoAct Indigenous Officer</i>



Governance

Action	Deliverables	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form an RWG to govern RAP implementation. 	January 2022	<i>Manager – People & Strategy and CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> Draft a terms of reference for the RWG. 	December 2021	<i>CoAct Indigenous Advocate</i>
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	December 2021	<i>CoAct Indigenous Advocate</i>
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	December 2021	<i>Manager - People & Strategy</i>
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	December 2021	<i>Manager - People & Strategy</i>
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	February 2022	<i>Manager - People & Strategy</i>
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September 2022	<i>Manager – People & Strategy and CoAct Indigenous Advocate</i>
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	May 2022	<i>Manager – People & Strategy and CoAct Indigenous Advocate</i>





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