

January 2024 – January 2026

Access Group Solutions INNOVATE



RECONCILIATION
ACTION PLAN

INNOVATE

Access
GROUP SOLUTIONS
strength in service

Acknowledgement of Country

Access Group Solutions acknowledges the Traditional Owners of Country through Australia and recognises their continuing connection to land, waters, and culture. We pay our respects to their Elders past, present and emerging.

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Featured Artwork *Together as One*



"Through the connected journeys of where we as people connect together through many diverse cultures and backgrounds as people.

We come together from the grounded surface of Country to connect to Mother Earth. The artwork symbolizes a deep connection of everyone everywhere coming together from all cultures and all backgrounds.

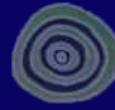
Due to the complexity and diverse backgrounds that makes us the people that we are, there are lessons that we can learn from the past that can enhance our ability and performance to go further into the future as one."

(Allan McKenzie 2024)



Featured Artist

Allan McKenzie
GAMILAROI/WIRADJURI MAN



My Vision

“My vision is to increase awareness and understanding of Aboriginal culture and history of our ancestors. I aim to forge the path for future generations to follow their dream and create their own destiny.”

(Allan McKenzie)



Allan McKenzie is a proud Gamilaroi/Wiradjuri man who possesses a powerful combination of strong cultural knowledge, respect and experience. Allan possesses through life skills acquired in many Nations from Custodians and Elders a high level of cultural knowledge based on traditional methods and applies them in today's society to ensure Aboriginal culture continues to be alive and practiced.

Allan is known for his vibrant and contemporary colour palette that pulsates this then use of traditional symbols and representation.

A modern storyteller, educator and consultant through optic engagement and protector of culture, Allan has taken the social media world by storm. Allan captivates his audience with his vibrant aesthetics and then moves them in a narration across, land, water, language into a pool of culture immersion.

Allan McKenzie is the new age of contemporary Aboriginal art.

Access Group Solutions are proud to continue a strong relationship with Allan. Allan has produced many artworks which tell an important story of our journey through reconciliation, of team building and coming together for the same goal and to assist in enriching our people in the learnings of culture.

Allan has a passion for people, in particular people who are living rough within Australia and you will often find Allan helping, supporting, and assisting where he can. He donates many pieces of artworks to charities, such as painted football boots. Allan's connection and respect to all people from all backgrounds is inspiring.

Core of Country

Reflect Reconciliation Action Plan
2019-2020



Identity

Innovate Reconciliation Action Plan
2020-2022



Together

Innovate Reconciliation Action Plan
2024 - 2026



CEO Statement
Karen Mundine
Reconciliation Australia



Reconciliation Australia commends Access Group Solutions on the formal endorsement of its second Innovate Reconciliation Action Plan (RAP).

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Access Group Solutions continues to be part of a strong network of more than 2,200 corporate, government, and not-for-profit organisations.

that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

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An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Access Group Solutions will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Access Group Solutions using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on *relationships, respect, and opportunities* gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Access Group Solutions to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Access Group Solutions will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Access Group Solutions Future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations Access Group Solutions on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Managing Director Statement

Fred Khoury
Access Group Solutions
and
Access Engineering Systems



As the Managing Director of our business, I want to express my full support for the ongoing Reconciliation Action Plan (RAP) that we continue to support.

Our RAP continues to reflect our commitment to promoting reconciliation and building stronger relationships between Indigenous and non-Indigenous Australians.

We recognise the importance of acknowledging and respecting the traditional owners of the land on which we operate, and we are committed to engaging with Aboriginal and Torres Strait Islander communities in a culturally appropriate and respectful manner.

Our RAP outlines a range of actions and initiatives that we will undertake to improve our understanding of Aboriginal and Torres Strait Islander cultures and histories, increase employment and economic opportunities for Aboriginal and Torres Strait Islander People, and contribute to the reconciliation process.

As a business, we have a responsibility to use our resources and influence to create positive change, and I am proud of the steps we are taking towards reconciliation. I encourage all of our employees to actively support our RAP and to engage with Indigenous communities in a meaningful way.

General Manager Statement

Jason Raj
Access Group Solutions
and
Access Engineering Systems



I am honoured to introduce our Innovate Reconciliation Action Plan (RAP) 2023-2025, reaffirming the commitment to the reconciliation process in Australia we have made since the implementation of our first RAP, Reflect in 2019-2020. Since the implementation of Reflect, we have increased employment of Aboriginal Peoples by 30.8%, we at Access Group Solutions see this as an amazing achievement.

Through the COVID periods we did unfortunately have some Aboriginal identified employees leave the business for other opportunities, but we managed to hold our employee numbers at 17 Aboriginal identified employees, however this was 15 Aboriginal identified employees at Access Group Solutions and 2 Aboriginal identified employees at Access Engineering Systems. We aim to continue to strengthen employees across both arms of our business.

We will look for innovative ways to engage Aboriginal and Torres Strait Islander Peoples into employment opportunities and continue to build on the learning blocks for our people on culture, history and respect for an inclusive workplace that prides ourselves on our diversity.

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Our Innovate RAP 2024 - 2026 provides a framework to assist Access Group Solutions in building more partnerships in procurement, looking for opportunities to engage with Aboriginal or Torres Strait Islander owned business or business that provide a community give back approach to ventures and/or communities that engage in programs to enrich, enhance the lives of Aboriginal and Torres Strait Islander Peoples.

We will continue to focus on strengthening relationships with Aboriginal and Torres Strait Islander Peoples.

We will continue to engage employees on actions towards reconciliation, learning of culture and history and the importance of respect towards each other to ensure we create a SafePlace for all peoples to come and work.

We will have a large focus on reviewing and revising policies and procedures during the Innovate RAP 2024 - 2026 to ensure we are effectively identifying barriers that may exist or changing strategies as required to ensure we have a better outcome.

Access Group Solutions believes actions speak louder than words, but we must ensure there is clear path of which we can take to ensure we implement the correct and appropriate actions so maximum impact is achieved.

I am proud of the Reconciliation Work Group (RWG) team and their never-ending dedication and hard work in developing, implementing and actioning our efforts towards reconciliation. I look forward to our next RAP – Innovate 2024 - 2026 and the stories we create together along the way.



Our vision for reconciliation

Our vision for reconciliation is for the future of Australia to be free of discrimination and racism and bring all together as one in unity.

For Australia to be deeply educated in the rich histories and cultures of Aboriginal and Torres Strait Islander peoples.

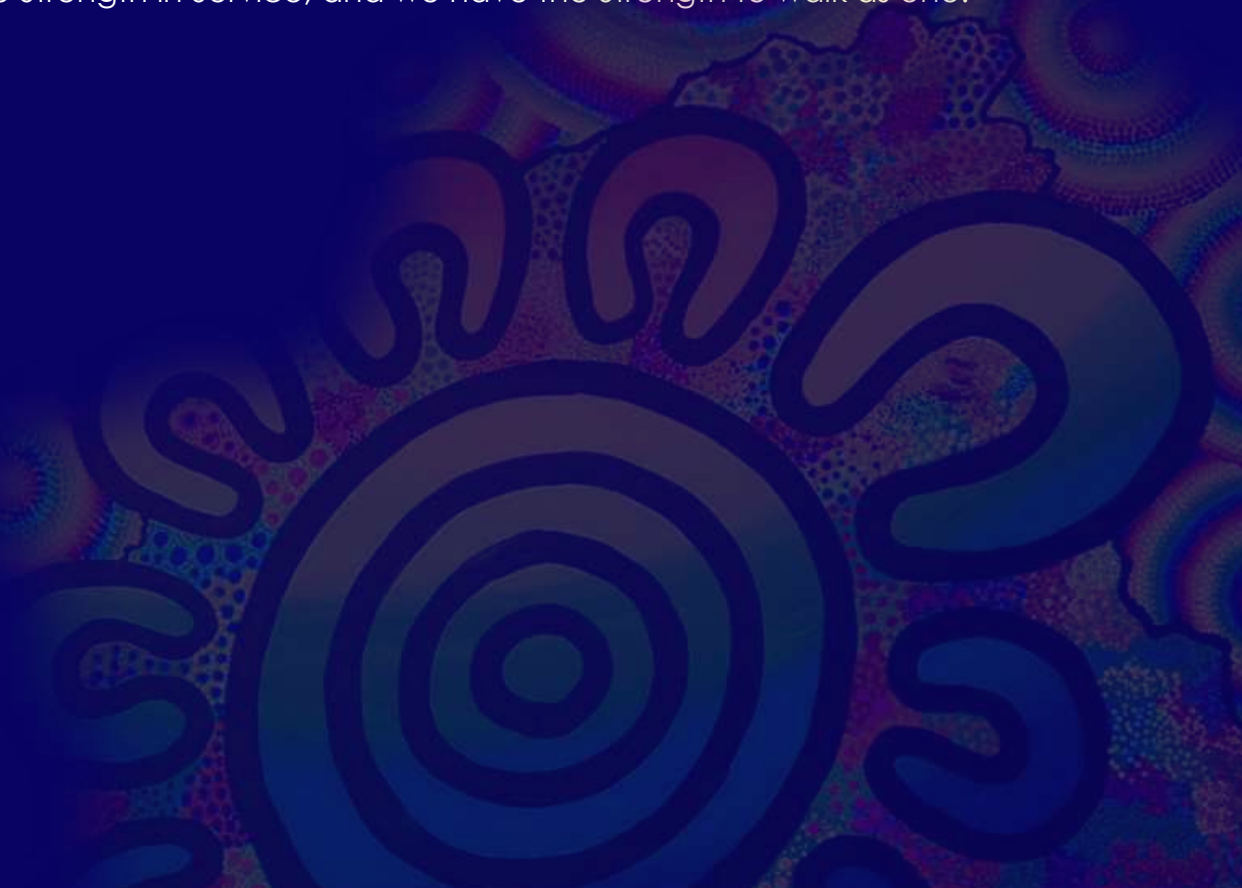
To understand the experiences of past generations and respect and rejoice for future generations.

This for our business means, we will create a workplace that is a safe place for all persons, we will teach and uphold the importance of respect for one another's differences, and we see this as an opportunity to ensure we create equality and equitable opportunities in our workplace.

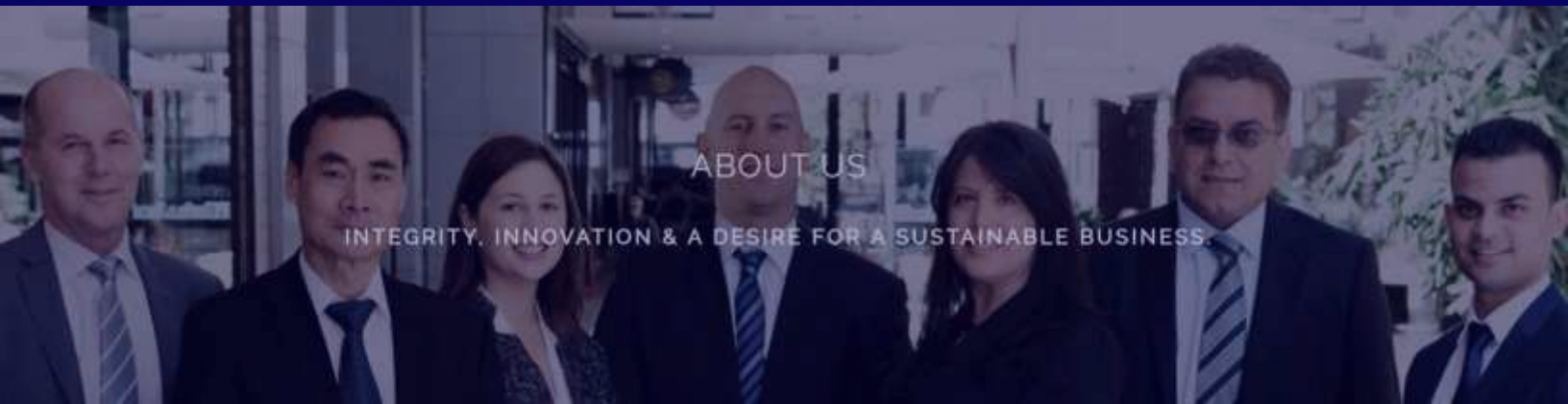
We will encourage others to acknowledge the rich histories and cultures of Aboriginal and Torres Strait Islander peoples and the land of which we all live, work and play. To understand the hard truths of the past to be able to build better stories for our future.

AGS is a vibrant and proud multi-cultured organisation, and we love to learn and experience new things about each other every day, so we can understand one another a little better and be comfortable and happy spending our time together.

We are the Strength in Service, and we have the Strength to walk as one.



Our business



Established in 1991, **Access Group Solutions** offers a comprehensive range of integrated and specialist services such as Facilities Management, Security, Cleaning, Asset Maintenance, and other specialist soft and hard services.

The fundamental philosophy of Access Group Solutions is strength in service. Every aspect of our service is tailored to meet our client's individual needs.

Access Group Solutions has a dedicated and highly customer focused team of professionals who provide strategic support to Retail, Commercial and Industrial portfolios. We utilise our management expertise and specialised integrated service models to provide an unparalleled standard of service that is paramount to the growth and efficiency of our client's business. Access Group Solutions is guided by integrity, innovation, and a desire for a sustainable business.

Access Engineering Systems is a subsidy of Access Group Solutions, delivering sustainable services extending from maintenance and service of an existing plant through to projects and installations, 24/7 emergency responses for critical plant and equipment, controls, automation plus an extensive range of complementary, professional, and essential services.

<https://www.accessgroupsolutions.com.au>

Our Visions and Values

Our vision is to deliver service excellence that balances social, environmental, and economic priorities. We strive to incorporate these visions and values into daily operations to benefit not only our client, but our people and the communities in which we operate.



Integrity - Always act above reproach.

Loyalty - Support each other, our clients, and our company.

Commitment - Be dedicated to going beyond expectations.

Teamwork - Know that we only succeed as a team.

Respect - Value the difference in others.



NAIDOC Week - Wollongong

Our Workplace Our People

Access Group Solutions currently employs 705 employees locally within the community of the sites in which we operate, with high regard for referrals, family, and long-term staff. We pride ourselves on the fact that a large majority of our employees will stay within the organisation for a minimum of 10 years. Our team at Access Engineering Systems currently has 22 employees and is forever growing, we have a healthy mixture of apprentices, qualified technicians, and senior technicians. We look forward to an exciting few years of growth between both portfolios.

Access Group Solutions is proud to be a multi-cultured company embracing, learning, and celebrating the differences in others. Our business is devoted to diversity within the workplace, showcasing strong women in leadership roles and with a focus on internal succession of our employees. We love to encourage our employees to be true to their culture and emphasis the importance of family and take part in developing ideas for dates of celebrations that hold significance to our people, our business, and our core values.

We understand the value in people and the brilliance of diversity. The difference in each and every person employed contributes to the success of the strength in service.

We currently have 15 identified Aboriginal and/or Torres Strait Islander employees within Access Group Solutions and 2 Aboriginal and/or Torres Strait Islander employees in Access Engineering Systems. We wish to expand upon this and welcome more employees within our organisation and look forward to working with Access Engineering Systems to strengthen our apprenticeship arm. Over the past 12 months we have experienced a decrease in Aboriginal and Torres Strait Islander peoples in Access Group Solutions due to the difficult circumstances of COVID-19, however we were pleased to see the employment percentage of Aboriginal and Torres Strait Islander peoples is increasing in Access Engineering Systems and we aim over the next 2 years to increase employment of Aboriginal and Torres Strait Islander peoples by 2% in Access Group Solutions and 1% in Access Engineering Systems.

Our second INNOVATE Reconciliation Action Plan will provide Access Group Solutions the opportunity to revisit our Aboriginal and Torres Strait Islander employment strategy, investigate and implement a plan for attracting Aboriginal and Torres Strait Islander peoples into our H-VAC services and grow our employment arm longer and stronger within Access Group Solutions.

Our Locations

Our organisations' geographic reach spans from the Northern Territory through to Victoria. Across these regions we have several facilities sites which we proudly operate under the banner of our clients.





Paul
Ari
TAKET

Shan
Jason George

Amee K.

Support Office Cultural Training

Coming Together - Team Building Design
with Allan McKenzie

2017 Prior to our RAP

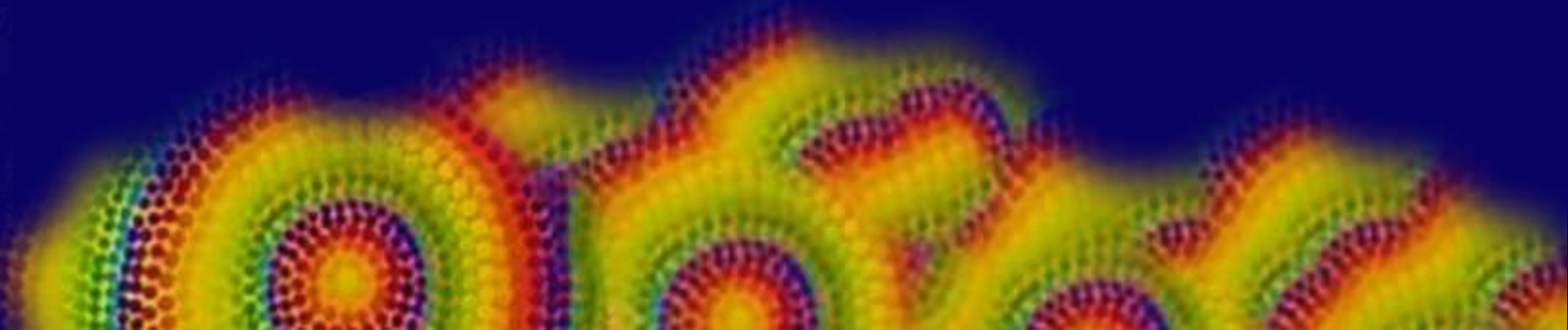
In 2017 Access Group Solutions management attended one of our North Coast client community engagement programs in the local area, AGS provided a generous donation to assist with supply of tools and equipment and participated in “making good” in conjunction with Kirinari Newcastle Hostel which provides accommodation for Aboriginal secondary school students. Access Group Solutions was a part of a team which assisted to create a better outdoor area, such as a plantation, a Basketball Court and re-painting of surfaces.

In 2017 Access Group Solutions partnered with M180 employment to further our commitment to reconciliation in placing Aboriginal and Torres Strait Islander peoples into the workplace and in 2018 Access Group Solutions continued working with Kirinari Hostel assisting with employment within the local centre of the Newcastle region providing experience and casual employment opportunities.

Our RAP

Access Group Solutions (“AGS”) has developed this Reconciliation Action Plan to show our commitment in reconciliation through our company culture, our workplace environments, and our business activities. AGS believes in a **SAFE PLACE** for all to work, communicate and bond within our organisation and to show respect and appreciation for Aboriginal and Torres Strait Islander peoples.

AGS wish to expand employment opportunities and traineeships to Aboriginal and Torres Strait Islander peoples, learn and understand the history of the Traditional Owners of the land and educate our employees to better their understanding whilst providing a respectful and safe workplace for Aboriginal and Torres Strait Islander peoples.



The Chair of our Reconciliation Work Group Rebecca Curran Corporate Social Responsibility Manager.

Rebecca is a young leader who has a strong passion to make a difference through reconciliation. Rebecca has successfully developed and maintained the promise AGS made through the Reflect and Innovate Reconciliation Action Plans, ensuring all members of the Reconciliation Work Group “RWG” are supported, educated, informed and part of the decision-making process. Rebecca is an active community member; she is part of a community Reconciliation Action Plan Work Group for an early childcare centre – Narragunnawali RAP community and looks at experiences and connections she has made through our business RAP to find relevance to share with her community RAP group.

The Co-Chair of our Reconciliation Work Group Aimee Khoury - People and Culture Manager.

Aimee is a passionate leader who understands that our people are our most valuable asset. Aimee believes that enriching the space of culture within the workplace is the recipe for success. She understands that it is the unique differences in all of us that makes us able to succeed as a whole.

Aimee and Rebecca enjoy leading our RWG through our actions and commitments together. Since our RAP began in 2019, Aimee and Rebecca have implemented training programs, organised celebrations for dates of significance, engaged our people in cross-culture training and looked at ways we can assist our Aboriginal and Torres Strait Islander employees achieve their personal and professional goals.

Aimee and Rebecca both look forward to our second Innovate Reconciliation Action Plan and are passionate about achieving our key targets within our plan.

Access Group Solutions have a passion to educate their people on the histories and cultures of Aboriginal and Torres Strait Islander peoples and ensure protocols are in place to facilitate moving forward towards our journey of reconciliation. We are respectful and are knowledgeable about the Traditional Owners of the land in which we call home.

We will endeavour to encourage our people to be positively involved in community, support political movements with Aboriginal and Torres Strait Islander peoples and celebrate each milestone achieved for the Traditional Owners of the land

Access Group Solutions are “people people” with core business in the service industry. We are striving to achieve Equality and Equity through employment opportunities, mentoring programs, building strong and long-lasting partnerships with

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Aboriginal and Torres Strait Islander businesses to provide equality and equity within our workplace and sphere of influence.

Our aim is to continue to increase employment of Aboriginal and Torres Strait Islander peoples by 2% within Access Group Solutions and by 1% within Access Engineering Systems and provide opportunities for our current employees to be able to advance in their careers.

During our second Innovate Reconciliation Action Plan, we hope to achieve an apprenticeship program within Access Engineering Systems by partnering with employment services and other like-minded services to engage Aboriginal and Torres Strait Islander peoples into the program which will provide a qualified trade license and long-term employment with opportunities to grow.

Access Group Solutions is passionate about providing support to local communities and Aboriginal and Torres Strait Islander peoples through support of their talents and selection of suppliers to connect with and give back to the community.



Our Staff

CSR Manager – Rebecca Curran Message

The journey towards reconciliation within our workplace has inspired me to go on my own personal journey and to learn about my family history and my ancestors (Wiradjuri People). I feel passionate and a little more confident to pursue this journey and to help and assist other employees of Access Group Solutions with their own personal journey and am also currently working with another employee find her ancestors.

We have all learnt so much since starting our first Reconciliation Action Plan – Reflect in 2019, but I know we still have a long way to go and I am committed to continue educating, encouraging and connecting all peoples within our AGS family and support and guide them through our next steps towards reconciliation.

I hold dear the invaluable friendships/partnerships and relationships we have built over the years; I look forward to the future and welcome where we go next and the new partnerships to come.

People & Culture Manager – Aimee Khoury Message

I am proud of the journey Access Group Solutions has taken towards reconciliation. We all look forward to more learnings, interactions and building lasting relationships.

Access Group Solutions endeavours to increase employment and career growth opportunities for Aboriginal and Torres Strait Islander Peoples across all portfolios and within our areas of influence.

I am really excited to look at the future for our current Aboriginal and Torres Strait Islander employees and how we can together build more opportunities for career progression. I am committed to working with Rebecca and John Trinder on an employment plan for apprenticeships in Access Engineering Systems.

General Manager – Jason Raj Message

Access Group Solutions continues to evolve and has grown immensely since the beginning of our reconciliation journey in 2019. Rebecca and Aimee have been inspirational in engaging and educating staff, implementing training programs, organising celebrations for significant events and they will continue to look for opportunities for Aboriginal and Torres Strait Islander peoples not only within our organisation, but also with external stakeholders.

I look forward to AGS continuing this journey and engaging with the community and providing opportunities for Aboriginal and Torres Strait Islander peoples.

Our Reconciliation Work Group (RWG)

Our reconciliation champion's role is shared between two senior managers within Access Group Solutions, Rebecca Curran – CSR Manager and Aimee Khoury – People & Culture Manager. Rebecca and Aimee work together to ensure they both advocate our commitments, actions and achievements internally and externally.

Rebecca and Aimee lead the Reconciliation Work Group (RWG) members. Each state has a dedicated champion, the state champion is based in the area of operations they predominantly work. Access Group Solutions call these members "State Champions".

Aboriginal Representative

State Champion – **Victoria**

Michelle Arnott – Proud Palawa Women – Cleaning Manager

VIC RWG Member

Chase Hodkinson – Guest Service Manager

Bryan Otuhouma – Security Technical Controller

NSW State Champion

Khaled Rifai – NSW Business Manager

NSW RWG Member

Rajan Dhillon – NSW Business Manager

NT State Champion

Ahmed Kandil – NT Service Manager

Senior Management

Jason Raj – General Manager

Fred Khoury – Managing Director

Arvi Bawa – National Key Account Manager

Josh Khoury – Business Manager

External Advisory

Access Group Solutions has previously undergone extensive work with Boomalli Consultancy Group on our previous Reconciliation Action Plans, Reflect and Innovate, as well on our cultural training needs. Access Group Solutions is currently working in consultation with Allan McKenzie on our second Innovate Reconciliation Action Plan and review and revision of our cultural training needs as well on the revision of our employment strategy.

Our RAP Timeline

2019 – Launch of our first RAP – Reflect

Developed long standing relationship with artist Allan McKenzie

Conducted cross cultural training with Boomalli and Allan McKenzie

Artefact workshop

Team bonding workshop at Wollongong Central

Performed our first Acknowledgement of Country and introduced the protocol into our business.

Attended external event in NSW – Smoking Ceremony

Attended external event in Victoria – Smoking & Dance Ceremony.

NAIDOC Week – Launch of AGS Culture and History training for entire businesses.

Our Victoria team experienced an Aboriginal Culture walk with Yidaki and attended Sorry Day event.

Partnered with suppliers for printing – indiji print.

Launched our Aboriginal and Torres Strait Islander Employment Strategy.

Increased employment of Aboriginal Peoples.

Partnered with the NRL School to Work.

In October 2019 AGS were announced a finalist at the Australian Security Industry Association Limited "ASIAL" awards for Indigenous Employment (<http://www.asial.com.au/>).



Rebecca Curran - Access Group Solutions standing with dual finalist,
Joshua Simmons - Director Monitoring Solutions - Chubb



Artifact Workshop with Boomalli
and Allan McKenzie

2020 – Launched of our second RAP - Innovate

Partly during 2020 external engagement was only conducted online due to the COVID-19 Pandemic.

NRW – Morning tea events across business operations and discussion key events for Aboriginal and Torres Strait Islander Peoples that led to National Reconciliation Week.

Employees who identify as Aboriginal and Torres Strait Islander people shared stories and artefacts which belong to their ancestors for their team members to experience and learn about.

Access Group Solutions sites of operation started their Acknowledgement of Country at the start of each week during the morning huddles.

The business implemented Acknowledgement of Country at the start of meetings, significant events and in formal settings.

AGS started to use social media to recognise NRW and began using our internal communications platform to share our journey towards reconciliation and our commitments and actions of our RAP.



Procured products for internal culture activities through Aboriginal owned businesses.

NAIDOC Week – Team bonding from a distance – Commitment Boomerangs – our promise to continue our journey towards reconciliation.

Studies provided to each site about the local people and Traditional Owners of each area of operation.

Participated in client events.

Partnered with local community members in our community connect initiative.

Started to procure products and gifts for special dates from Aboriginal businesses and businesses that have a GIVE BACK program to Aboriginal communities and Peoples.

2021

During 2021 external engagement was only conducted online due to the COVID-19 Pandemic. We have seen a decrease in employment of Aboriginal and Torres Strait Islander employees due to the nature of the COVID-19 environment, however we have also seen a slight increase in suppliers which we focused procurement of PPE for COVID-19.

Launched our Aboriginal and Torres Strait Islander Engagement Strategy.

Launched our Aboriginal and Torres Strait Islander Procurement Policy.

Developed and implemented an updated Anti-Discrimination Policy.

Partnered with Aboriginal owned supplier of PPE.

Procured products for internal culture activities through Aboriginal owned businesses.

Victoria participated in online event at the Museum viewing Aboriginal art and artefacts.

Partnered with Saltbush for employment opportunities.

Integrated video links into our yearly training.

Engaged with community stakeholders to consider plans for youth development programs for Aboriginal and Torres Strait Islander youth with hopes to gain an avenue to explore this type of program.

Attended meetings with local services that work towards enhancing opportunities for Aboriginal and Torres Strait Islander youth.

Began discussing strategies for employment with other like-minded businesses.

Hosted an online screening event of Aboriginal films hosted by SBS.

Recognised by our valued client with an award for our efforts towards reconciliation for NAIDOC week.

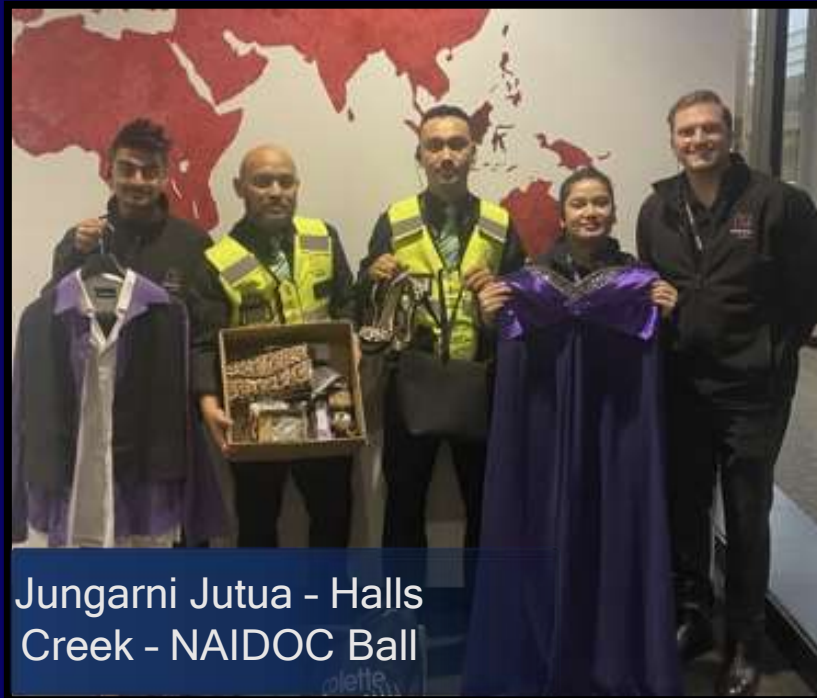


NAIDOC client award
recipients

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One of our sites in Victoria joined in the #RunSweatInspire Festival – Heal Country, Heal Our Nation event. Due to this event occurring during the COVID-19 pandemic, our teams joined virtually and took to the footpaths surrounding their work area.

Company Community GIVE BACK – Raised 26 formal dresses for the ladies at the Women’s Yarning Circle to attend the NAIDOC Ball.



Developed at one of our sites a cultural space for our team members to enjoy, procured services from an internal Aboriginal identified employee who has a keen interest in story telling through art to make a custom mural for our wall. We also shared images of this art with other like-minded businesses which resulted in them procuring services from our employee.

Consulted with our Aboriginal Identified employees on how they would like to celebrate significant events which led to a “get to know us” booklet, providing information on their hobbies, interests, culture, and history.

Celebrated significant events as outlined within our RAP, some events were learning-based due to the COVID-19 environment which aligned with the key themes of the dates of significance.

Implemented a percentage of contract value to be dedicated to progressing Aboriginal and Torres Strait Islander communities and programs into Government tenders for Access Engineering Systems.

2022

2022 has and will bring a lot of changes for our business, we have learnt new skills and have been able to recognise gaps during the pandemic that we need to address. In 2022 we are focusing not only on our next steps that we can improve, but also what areas of our Innovate Reconciliation Action Plan suffered during COVID-19 and how we can re-build these areas.

Inviting more suppliers that are Supply Nation certified to submit expressions of interest to supply services and goods to our business.

Revision of our employment strategies, starting with internal focus group which consists of Aboriginal identified employees and leaders throughout our sites.

Procurement of native bush tea for NAIDOC week and learnings of bush tucker.

Reconciliation – Be Brave and Make a Change, we have committed to 7 actions, those being:

Acknowledgement of Country.

Call Out Racism.

Make Reconciliation Everyone's Business.

Get Our Facts Firsthand.

Own Our History.

Be a Brave Ally.

Start of addressing Country on any postal delivery we make.

Increased employment of Aboriginal identified employees within Access Engineering Systems.

Started to celebrate in-person with clients again and attend external events.

Supply of books by Aboriginal authors to employees as awards.



AGS Cultural Space -
Artist - Dane Rhodes, Proud Worimi Man.
“LAND AND SEA”
In Loving Memory of Zahli Rose Varagnolo





All the animals represent all the different tribes. They are all called totems, which means you cannot kill or eat them as it is bad luck.

The people in the middle are all of us and my family, coming together in a time of need to mourn the loss of my daughter.

Zahli Rose Varagnolo.

Inspiration for this piece came from the loss of a child, it inspired me to create a memory that can stay forever.

Our Key Learnings

Overall

We understand and acknowledge that our first Innovate RAP was ambitious and we did not quite hit our targets, especially when COVID-19 became restrictive with labour, movement and financially. We had to redirect resources into planning and safeguarding our people and our business and did not have the strength to keep on moving forward. Our second Innovate RAP will assist us in building on the marks we did hit and revising strategies to achieve goals we did not.

Employment

Through our Innovate Reconciliation Action Plan, we have identified that we need to strengthen our employment programs and initiatives to encourage Aboriginal and Torres Strait Islander people into our businesses. We understand we need to review and revise our strategies and policies. Over the next two years, we will be working hard to engage with more employment agencies, strengthen our community connect relationships within the Newcastle area and looking at barriers of entry to Access Group Solutions and Access Engineering Systems.

We have a strong focus on building our employment stream and are looking forward to connecting with other like-minded businesses and services who also have this interest for potential future opportunities.

Procurement

Although we increased procurement during the COVID-19 period, the need for items has reduced and some Aboriginal owned suppliers has been sold since. This has made us realise that we need to look at innovative ways in procurement and not focus on the many but focus on the few and build stronger relationships with key suppliers.

We also realised we can start to look at non-Indigenous owned suppliers and their supply chains for opportunities to procure products if they support community Give Back to Aboriginal and Torres Strait owned businesses, communities, and Peoples.

Community and Sustainability

We currently have a few key community projects which we run annually, we have realised that we could focus one project annually on an Aboriginal and Torres Strait Islander community or service in need. We have many talented people within our business who can offer assistance through a project that better the life of those who use the service. We would also consider projects that offer environmental or social sustainability.

Education

We understand that we can never stop learning and we have a long road ahead. We need to ensure that we do not lose sight of the importance of providing education first to our peoples, in particular the significance behind dates that hold importance to Aboriginal and Torres Strait Islander Peoples and Country.



Our Feedback – We all have a say.

We know the importance of our people; they are our greatest asset, and we are always looking for ways to engage them into our planning and business activities.

Arkan - Security Manager

“I have learnt a lot about culture through our training, things I never would have realised about Australia and First Nations Peoples.”

Jaffar - Security Manager

“I came to Australia 10 years ago; I never realised the Country had such rich culture. I really enjoy learning about the Culture of First Nations Peoples, and I enjoyed the cultural activities we have be part of.”

David - Security Manager

“I have used some things I have learned through our reconciliation journey when communicating with external parties and customers. I find understanding a helpful tool in strengthening how we engage with each other.”



John - General Manager - AES

"I look forward to being part of the RWG, this is my first year with the group and I am keen to see how we can better engage my team within AES."

Arvi - Key Accounts Manager

"I have been part of the RWG since our first RAP in 2019, I now understand that we can't do this alone, and we are not alone."

Taran - Cleaning Manager

"I feel recognising the past is really important for our future together."



Cultural Training and Team
Building Day with Allan
McKenzie



Patrick Calabria - Lifeline, Owen Craigie - Chase the energy, Rebecca
Curran - Access Group Solutions. Standing strong for better mental health.

Relationships



Relationships

Building strong and lasting relations within our communities of operation is important to AGS to connect people, learn and understand the cultures and histories of Aboriginal and Torres Strait Islander peoples. It is important to AGS to foster strong relationships across the sphere of operations with Aboriginal and Torres Strait Islander Peoples, with internal and external stakeholders and with internal employees of the business to increase diversity within the workplace and encourage inclusion and provide opportunities and career progression to Aboriginal and Torres Strait Islander Peoples.

Focus area: Review and Revise our relationships with Aboriginal and/or Torres Strait Islander businesses, organisations, stakeholders to ensure a clear path towards connection and retention of relationships, including reviewing and revising our policies and procedures to remove any barriers that exist. Focus on goals from each party to ensure our goal aligns.

Continue to engage and enrich knowledge for our people through learnings, activities, and celebrations of significant events and encourage participation levels at a minimum of 50% of the business.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	• Revisit and revise our relationships with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for ongoing engagement.	March, 2024	CSR Manager
	• Revisit and revise our engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	March, 2024	People & Culture Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff through AGS Chat internal resource platform.	May 2024, 2025	CSR Manager
	• RAP Working Group members to participate in an external NRW event each year.	27 May-3 June 2024, 2025	CSR Manager
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW each year.	27 May-3 June 2024, 2025	CSR Manager
	• Provide staff a copy of external event calendar within each area of operations each year.	27 May-3 June 2024, 2025	Senior Cleaning Manager
	• Organise at least one NRW event each year at a minimum at one site of operations.	27 May-3 June 2024, 2025	CSR Manager

	<ul style="list-style-type: none"> Register all our NRW events on Reconciliation Australia's NRW website. 	<p>May 2024, 2025</p>	<p>Key Accounts Manager</p>
	<ul style="list-style-type: none"> Senior leadership teams and site teams to Participate in at least two events minimum per year held by our Clients for NRW Week. 	<p>27 May- 3 June 2024, 2025</p>	<p>CSR Manager</p>
<p>3. Promote reconciliation through our sphere of influence.</p>	<ul style="list-style-type: none"> Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce with a yearly review. 	<p>April 2024, 2025</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation publicly. 	<p>April 2024</p>	<p>Business Manager – Au Operations</p>
	<ul style="list-style-type: none"> Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes. 	<p>April 2024</p>	<p>General Manager</p>
	<ul style="list-style-type: none"> Actively encourage our suppliers to develop a RAP. 	<p>April 2024</p>	<p>General Manager</p>
	<ul style="list-style-type: none"> Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation. 	<p>April 2024</p>	<p>General Manager</p>
<p>4. Promote positive race relations through anti-discrimination strategies.</p>	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	<p>July 2024</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Review and revise if required and communicate our anti-discrimination policy for our organisation and include this policy in yearly calendar training. 	<p>August 2024, 2025</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors in the review of our anti-discrimination policy. 	<p>August 2024, 2025</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Review and revise our Diversity and Inclusion policy and communicate to our organisation and include in yearly calendar training. 	<p>September 2024, 2025</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Educate senior leaders on the effects of racism at yearly intervals as a minimum or as employment status changes. 	<p>November 2024, 2025</p>	<p>People & Culture Manager</p>
	<ul style="list-style-type: none"> Encourage senior leaders to publicly support anti-discrimination campaigns, initiatives, or stance against racism. 	<p>November 2025</p>	<p>People & Culture Manager</p>

Acknowledgement to Country plaque for all office and shared spaces



Respect



Respect			
<p><i>Learning about Aboriginal and Torres Strait Islander Cultures and histories are key learning and a major aspect of the Reconciliation Action Plan for AGS. Providing knowledge to our employees and service providers helps build an understanding on past events and assist in providing a better future. Learning correct cultural protocols empowers our company to ensure we engage in the correct manner and show respect to the Traditional Custodians of the land. AGS endeavour to learn and use correct protocol and procedure, celebrate dates of significance, and reflect on the past and bring equal opportunity</i></p>			
<p>Focus area: Review and Revise our cultural learning needs to ensure any barriers that exists are removed to enhance learnings of our people. Review and Revise protocols and practices to ensure they are culturally appropriate and being delivered at ample opportunities. Encourage engagement in significant events with participation levels at a minimum of 50% of the business.</p>			
Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation by capturing data to measure our employees' current knowledge and understanding of Aboriginal and Torres Strait Islander cultures, history and achievements. Review this each calendar year.	February 2024, 2025	CSR Manager
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	March 2024	CSR Manager
	Review and revise and communicate our cultural learning strategy document for our staff and update a preview strategy to our AGS Chat platform each year.	May 2024, 2025	CSR Manager
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff including our Access Engineering leadership team to participate in formal and structured cultural learning.	May 2024	CSR Manager
	Implement a version of our cultural learning strategy into our entry induction training for all new employees.	May 2024	People & Culture Manager
	Engage and Include employees through feedback, online surveys, and internal training platforms to look at future training needs and requirements.	December 2024, 2025	People & Culture Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Review and revise staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols and revise our strategy on conducting Acknowledgement of Country.	February 2024	CSR Manager
	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	February 2024	CSR Manager

	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	February 2024	General Manager
	Continue to include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings and within National Reports.	February 2024	CSR Manager
	Investigate and implement Acknowledgment of Country signage at each support office and satellite office within the entry spaces.	March 2024	CSR Manager
	Display Aboriginal artworks within our main support office entry space.	May 2024	CSR Manager
	Display artwork from each reconciliation action plan to date within the main support office board/meeting room.	July 2024	CSR Manager
	Display a plaque acknowledging the artist and the story of each artwork design.	May 2024, 2025	CSR Manager
	Select one site of operations each calendar year to display one piece of Aboriginal artwork within the shared common spaces, include a plaque acknowledging the artist and the story behind the art.	May 2024, 2025	CSR Manager
	Select one site of operations each calendar year to build a display of books written by Aboriginal or Torres Strait Islander authors which our employees can read during their rest times and share throughout the team.		
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group to participate in an external NAIDOC Week event each year.	First week in July 2024, 2025	CSR Manager
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2024	People & Culture Manager
	Promote and encourage participation in external NAIDOC events to all staff.	First week in July 2024, 2025	CSR Manager
	Develop a list of external NAIDOC week events within each area of operations.	July 2024, 2025	Senior Cleaning Manager
	Communicate a list of external NAIDOC Week events within each area of operations through AGS Chat internal resource platform and links to the NAIDOC Website	July 2024, 2025	Business Manager – AU Operations
	Hold internal event as a minimum at one site of operations each NAIDOC Week.	July 2024, 2025	CSR Manager
	Encourage employees to participate in NAIDOC Week events held by clients at sites of operations.	July 2024, 2025	CSR Manager
	Support client events for NAIDOC Week by the way of partnership or sponsorship where possible.	July 2024, 2025	Business Manager – AU Operations

<p>8. Recognise and Celebrate dates of significance to Aboriginal and Torres Strait Islander Peoples.</p>	<p>Implement a calendar of significant events head each year that hold significance to Aboriginal and Torres Strait Islander Peoples. Encourage employees to attend external events held within the local community and internal events.</p> <p>Dates we will recognise and provide our employees learnings on the significance dates below at a minimum.</p> <p>National Sorry Day International Day of the World's Indigenous People Anniversary of National Apology Day National Close the Gap Day 1967 Referendum National Reconciliation Week Mabo Day Coming of the Light NAIDOC Week International Day of the World's Indigenous Peoples Indigenous Literacy Day Anniversary of the UN Declaration on the Rights of Indigenous People</p>	<p>July 2024, 2025</p> <p>May 2024, 2025</p> <p>August 2024, 2025</p> <p>February 2024, 2025</p> <p>May 2024, 2025</p> <p>May-June 2024, 2025</p> <p>June 2024, 2025</p> <p>July 2024, 2025</p> <p>July 2024, 2025</p> <p>August 2024, 2025</p> <p>September 2024, 2025</p> <p>September 2024, 2025</p>	<p>CSR Manager</p> <p>CSR Manager</p>
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Opportunities



Opportunities

Providing employment opportunities for Aboriginal and Torres Strait Islander peoples within AGS is important to ensure equal opportunity and increase employment of Aboriginal and Torres Strait Islander peoples within communities and provide valuable life skills which can be transferred to other places of work to assist in a better outcome for the future. AGS believe procurement of services or products from Aboriginal and Torres Strait Islander businesses is vital and assist in growth of businesses owned by Aboriginal and Torres Strait Islander peoples whilst providing AGS the opportunity to build strong relationships.

Focus area: Review and Revise our employment initiatives to ensure we have implemented the most efficient means to increase and retain employment for Aboriginal and Torres Strait Islander Peoples. Consider any unseen barriers that may exist and discuss ways to ensure these barriers are removed. Review current opportunities within the workplace for career progression for Aboriginal and Torres Strait Islander employees.

Investigate programs to increase employment of Aboriginal and Torres Strait Islander Peoples into our HVAC arm of the business through traineeships, apprenticeships and other means from results of investigation.

Focus on the opportunity to include in tender documents dedicated percentage towards reconciliation targets such as procurement, community ventures, additional employment initiatives.

Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	May 2024	People & Culture Manager
	<ul style="list-style-type: none"> Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy and plan to review strategies at a minimum of every second year. 	May 2024	People & Culture Manager
	<ul style="list-style-type: none"> Review and revise our Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy and plan to review strategies at a minimum of every second year. 	August 2024	People & Culture Manager
	<ul style="list-style-type: none"> Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. 	February 2024	People & Culture Manager
	<ul style="list-style-type: none"> Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace and plan to review procedures and policies at a minimum of every second year. 	January 2024	People & Culture Manager
	<ul style="list-style-type: none"> Achieve an apprenticeship program within Access Engineering Systems by partnering with employment services and other like-minded services to engage Aboriginal and Torres Strait Islander peoples into the program which will provide a qualified trade license and long-term employment with opportunities to grow. 	March 2024	General Manager – AES

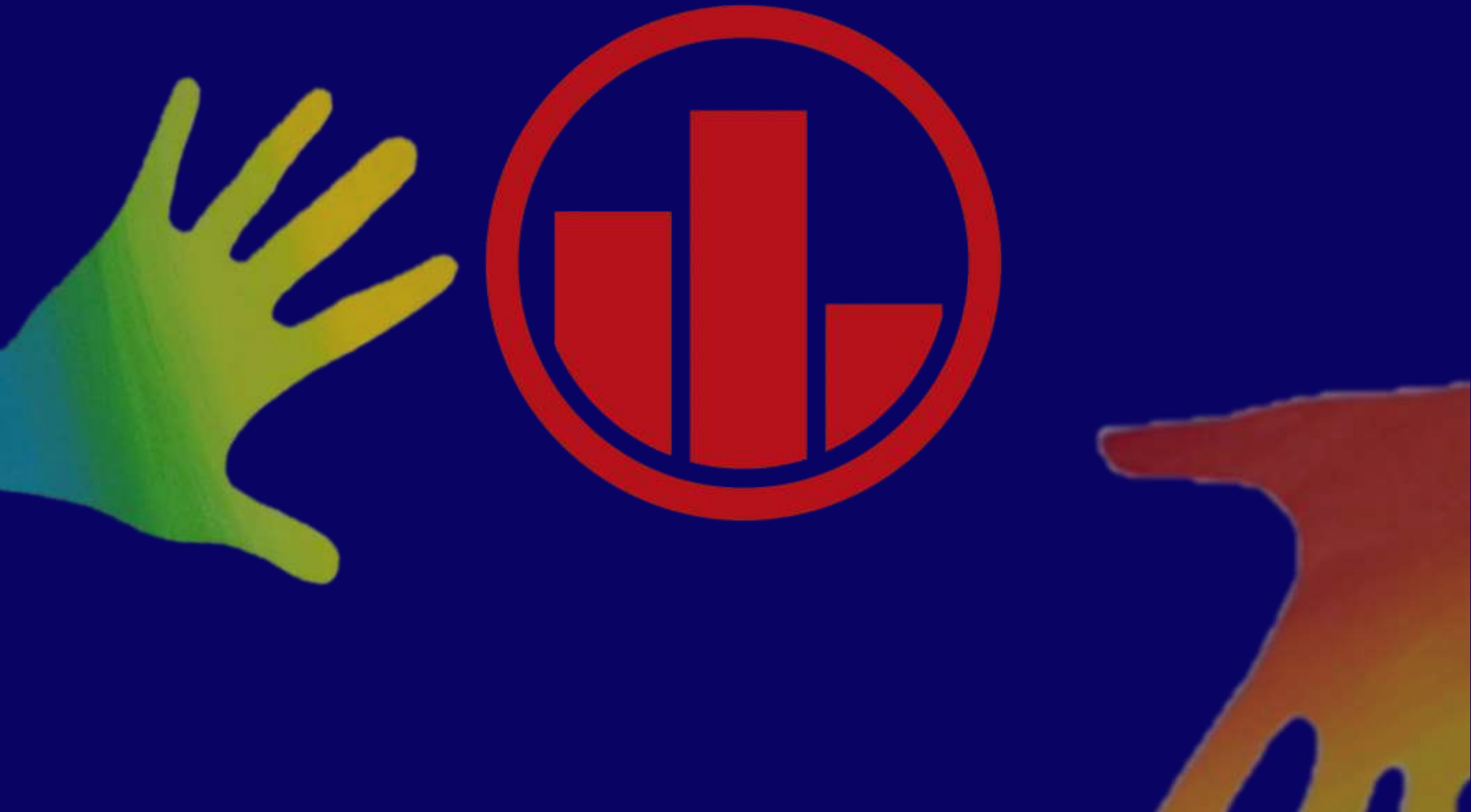
	<ul style="list-style-type: none"> 		
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Review and Revise our Aboriginal and Torres Strait Islander procurement strategy and plan to review strategy at a minimum of every second year. 	June 2024	CSR Manager
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	May 2024	Managing Director
	<ul style="list-style-type: none"> Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff. 	May 2024	CSR Manager
	<ul style="list-style-type: none"> Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. 	June 2024	CSR Manager
	<ul style="list-style-type: none"> Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses and review and revise current commercial relationships with Aboriginal and Torres Strait Islander business to look for further opportunity. 	February 2024	CSR Manager
	<ul style="list-style-type: none"> Investigate opportunities to procure products and service for Access Engineering Systems from Aboriginal and Torres Strait Islander businesses. 	February 2024	General Manager AES
	<ul style="list-style-type: none"> Review current sub-contractor listings with Access Engineering Systems and develop a listing of Aboriginal and/or Torres Strait Islander businesses for sub-contracting agreements that provide positive social and economical outcomes. 		
	<ul style="list-style-type: none"> Review our current suppliers and future supplies for any programs supporting Aboriginal and Torres Strait Islander communities and/or businesses. 	January 2024	CSR Manager
	<ul style="list-style-type: none"> Engage with and maintain at least three commercial relationships with Aboriginal and Torres Strait Islander businesses. 	August 2025	General Manager
	<ul style="list-style-type: none"> Publish a list of Aboriginal or Torres Strait Islander owned suppliers who can be utilised for procurement for our HAVC requirements, items such as: PPE, tools for trade, stationary, catering. Include on our internal AGS Chat site. 	March 2024	General Manager – AES
<ul style="list-style-type: none"> Publish a list of Aboriginal or Torres Strait Islander owned suppliers who can be utilised for small procurement at a site level for Access Group Solutions, items such as: Stationary, craft and activities, catering, and other small items. Include on our internal AGS Chat site. 	March 2024	CSR Manager	

Making Connections

Clontarf



Governance



Governance			
Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain Aboriginal and Torres Strait Islander representation on the RWG. 	December 2024, March 2025, June 2025, September 2025, December 2025	Key Accounts Manager
	<ul style="list-style-type: none"> Maintain current Aboriginal representation in the state of Victoria on the RWG and investigate opportunity to increase representation in the state of NSW 	December 2024	Key Accounts Manager
	<ul style="list-style-type: none"> Investigate opportunities to invite an Aboriginal and/or Torres Strait Islander employee to be a part of the RWG to represent the Northern Territory area of operations. 	December 2024	Key Accounts Manager
	<ul style="list-style-type: none"> Ensure the Appointed RWG representative of the Northern Territory areas of operations is a first point of contact and support for all AGS Aboriginal and Torres Strait Islander employees due to the distance between AGS support office and the Northern Territory. 	December 2024	Key Accounts Manager
	<ul style="list-style-type: none"> Establish and apply a Terms of Reference for the RWG. 	July 2024	CSR Manager
	<ul style="list-style-type: none"> Meet at least four times per year to drive and monitor RAP implementation. 	December 2024, March 2025, June 2025, September 2025, December 2025	CSR Manager
12. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	July 2024	CSR Manager
	<ul style="list-style-type: none"> Engage our senior leaders and other staff in the delivery of RAP commitments. 	December 2024, December 2025	CSR Manager
	<ul style="list-style-type: none"> Define and maintain appropriate systems to track, measure and report on RAP commitments. 	December 2024	Key Account Manager
	<ul style="list-style-type: none"> Maintain an internal RAP Champion from senior management. 	December 2024	CSR Manager

<p>13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</p>	<ul style="list-style-type: none"> Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence. 	June annually	CSR Manager
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	1 August annually	CSR Manager
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September, annually	CSR Manager
	<ul style="list-style-type: none"> Report RAP progress to all staff and senior leaders quarterly through internal systems and planned meetings. 	December 2024, March 2025, June 2025, September 2025, December 2025	National Business Manager
	<ul style="list-style-type: none"> Publicly report our RAP achievements, challenges, and learnings, annually. 	December 2024, December 2025	Business Manager
	<ul style="list-style-type: none"> Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer. 	May 2024	CSR Manager
	<ul style="list-style-type: none"> Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP. 	December 2025	CSR Manager
<p>14. Continue our reconciliation journey by developing our next RAP.</p>	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	June 2025	CSR Manager

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