

REFLECT RECONCILIATION ACTION PLAN

DECEMBER 2021-2022

Prepared by Sofii Mara, Communications Officer
Approved by Jaynaya Winmar, General Manager - Indigenous Engagement



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A STATEMENT FROM THE RECONCILIATION AUSTRALIA CEO

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

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

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

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

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

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

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

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

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

Karen Mundine
Chief Executive Officer
Reconciliation Australia

OUR BUSINESS

Proudly Australian owned, AIA Group is a competitive cleaning and related services company operating nationally with our home office located in the heart of Melbourne. AIA Group was established in 2012 by company founders Katherine and Chris Kavakos, who have over 35 years of experience in Facility Services. In 1974, Chris's father Steve Kavakos founded Skyway Cleaning Services and Chris learnt and grew the business over many years, ultimately taking over in 1995. We provide clients with total business solutions tailored to their needs.

Our speciality spans multiple areas within the cleaning industry including Government Commercial, Industrial, Retail, Health, Education and Hospitality. We are proud to have built an outstanding reputation based on consistently delivering high standards of excellence and a solid commitment to ethical business practises. We are a socially responsible business that prides ourselves on gender and cultural equality and fair-trade policies - including a deep respect for the environment and sustainability.

AIA Group is built on traditional values of honour and trust, combined with modern forward-thinking innovations that align with industry trends and our customers' needs. Our culture is built upon values of diversity, inclusion and ethical business practise. We are female owned and operated and are committed to building a business that supports our employees and the communities we operate in, irrespective of gender, ethnic origin or physical and mental ability.



At AIA Group we are committed to our reconciliation journey. This begins with the recruitment of our General Manager for Indigenous Engagement Jaynaya Winmar. Jaynaya is a proud Noongar/Balladong woman from Quairading in the wheatbelt region of Western Australia. She has vast experience consulting on the development of strategic Indigenous Procurement Policies and Engagement Plans, assisting with the engagement of State and Federal government Social Procurement Frameworks and National Procurement Strategies.

After working with the AFL and Reconciliation Australia as the AFL's Reconciliation Action Plan Program Manager, Jaynaya provided strategic guidance on the Meaningful Initiatives for sustainable reconciliation vision development. She has also spent 15 years in Employment and Recruitment Industry at Max Employment to understand labour force market trends and skills in demand analysis.

Through this role we believe that Jaynaya will assist our Executive team achieving a culturally safe workplace so that we are able to build our Indigenous workforce. We currently haven't had any of our 80 staff members identify as being Aboriginal and/or Torres Strait Islander, however given Jaynaya's background in the recruitment and procurement sectors this will assist us with how to achieve these workforce goals.

OUR RAP

AIA Group is proud to be a business committed to enhancing our community and the world through development of practises and processes that support and deliver positive change to our people, clients and the community. We are an equal opportunity employer with strict adherence to ethical business practise. We embrace diversity and inclusion for all genders, races, physical and mental abilities and religions. We also provide opportunities for mothers who are returning to work and support our local communities.

AIA Group is committed to supporting Aboriginal and Torres Strait Islander members of our community through employment and commercial support. We work closely with the First People Property Group – A Supply Nation Certified Cleaning and Facility Services Group.

We are building something unique with the promotion of women into leadership roles and have proudly built an outstanding reputation based on consistently delivering high standards of excellence and a solid commitment to ethical business practises.

We see a huge potential for growth and development for an Aboriginal and Torres Strait Islander workforce and predominantly Aboriginal and Torres Strait Islander women within the various sectors. Understanding that our industry can be a pivotal stepping stone for many people, we are utilising this opportunity as our contribution in strengthening the reconciliation message.

AIA Group are wanting to not only create a Reconciliation Action Plan, we want to create real change through the recruitment of our General Manager for Indigenous Engagement. We feel that this role will not only expand our knowledge of Aboriginal and Torres Strait Islander peoples, it will empower our workforce to see the diversity within our executive team. Creating growth opportunities for women and Aboriginal and Torres Strait Islander people is the main focus of AIA Group as our leadership team our Director, CEO and GM of Indigenous Engagement are all women.

Our Executive Director Katherine Kavakos will act as AIA Group's Reconciliation Action Plan Champion for the duration of our first Reflect RAP. Katherine is committed to creating an environment that encompasses AIA Group's purpose and its shared passion to give our voice to Reconciliation.

International Woman's Day 2021 from Left: Shelley Ware, Melissa Lewis, Katherine Kavakos and Jaynaya Winmar



PARTNERSHIPS

AIA Group changes lives in real ways. We celebrate and cherish the human stories and strongly believe we can be successful in business as well as looking after people with empathy and care. We know that the happier our people are, the more energised and productive they become.

For the past two years, AIA Group has been cleaning an Indigenous Woman's shelter in Woorabinda, a remote rural area in Central Queensland. Its population is under 1000 people and it is an Aboriginal community.

The Gumbi Gunyah Women & Children Wellbeing Centre (Gumbi Gunyah). Gumbi Gunyah supports women, or women and children who are homeless or at risk at risk of homelessness and/or escaping domestic/family violence. By assisting to obtain and maintain housing to maximise their capacity to be independent, self-reliant and connected to appropriate social and community supports. Women and children engaged with the service are supported to create and enact safety plans for future domestic situations that preserve the safety and wellbeing of themselves and others in their care and in the instance relating to homelessness either pursue stable accommodation or work with the case manager to stabilise their accommodation.

AIA Group is proud to be the only cleaning company that has successfully remained as cleaners in the shelter. We are honoured to have been able to influence lives and support the community by offering employment to locals – particularly women. We have offered flexible working hours to staff as well as supported part time staff into full time roles. We have fostered a culture of inclusion by ensuring our executive team, our client and our workforce collaborate on many issues. There is now greater visibility for supervisors to enable a more efficient and cohesive working relationship.

Pictured: The Gumbi Gonyah Women & Children Wellbeing Centre, Woorabinda, QLD



PRIORITIES

AIA Group is proud to be a business committed to enhancing our community and the world through development of practises and processes that support and deliver positive change to our employees, clients and the community. While we support and encourage all change for good, we have three key priorities: Social Responsibility, Development of tailored Holistic Hygiene Solutions for our Clients and Disruption and Innovation.



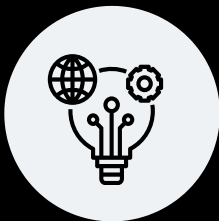
01 – Social Responsibility

We are proudly female owned and operated and we continue to encourage and mentor women across all parts of our Supply Chain. We are an equal opportunity employer with strict adherence to ethical business practise. We embrace diversity and inclusion for all genders, races, physical and mental abilities and religions. We actively support and encourage reconciliation, respect and equality between Aboriginal and Torres Strait Islander peoples and the wider Australian community.



02 – Holistic Hygiene Solutions

AIA Group has a 35 year history of delivering trusted and tailored solutions to our clients. Now more than ever Hygiene is an essential service. AIA Group prides itself on delivering holistic, targeted solutions to businesses with our complete COVID-19 Prevention and Disinfection services as well as development of new cleaning strategies built around touchpoint cleaning and virus prevention.



03 – Disruption and Innovation

AIA Group are proud to be pioneers within the Facilities Services sector. We aim to be at the forefront of new technology and innovations that enhance client experience and improve internal productivity.

RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. AIA Group will look to 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. 	May 2022	Lead: GM - Indigenous Engagement Support: RAP Champion
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	May 2022	Lead: GM - Indigenous Engagement Support: RAP Champion
2. AIA Group will 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. 	May 2022	Lead: Marketing and Communications Officer
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May - 3 June 2022	Lead: GM - Indigenous Engagement Support: RAP Champion
	<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 - 3 June, 2022	Lead: CEO Support: RAP Champion
3. AIA Group will promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	December 2021	Lead: Marketing and Communications Officer Support: CEO
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion
4. AIA Group will 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. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	December 2021	Lead: CEO Support: RAP Champion

RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	<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	Lead: GM - Indigenous Engagement Support: CEO
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	July 2022	Lead: CEO Support: RAP Champion
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. 	July 2022	Lead: CEO Support: RAP Champion
	<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. 	July 2022	Lead: GM - Indigenous Engagement Support: CEO
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. 	July 2022	Lead: GM - Indigenous Engagement Support: Marketing and Communications Officer and Head of Operations
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2022	Lead: CEO Support: RAP Champion
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July, 2022	Lead: CEO Support: RAP Champion and CEO

OPPORTUNITIES

ACTION	DELIVERABLE	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. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion, CEO and Head of Operations
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
	<ul style="list-style-type: none"> Engage with local Aboriginal and Torres Strait Islander Chamber of Commerce Nationally such as; Kinaway, NSWLC, Noongar Chamber of Commerce 	December 2021	Lead: GM - Indigenous Engagement Support: RAP Champion

GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form an RWG to govern RAP implementation.	February 2022	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
	• Draft a Terms of Reference for the RWG.	February 2022	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	February 2022	Lead: GM - Indigenous Engagement Support: RAP Champion and CEO
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	May 2022	Lead: GM- Indigenous Engagement Support: CEO
	• Engage senior leaders in the delivery of RAP commitments.	December 2021	Lead: GM- Indigenous Engagement Support: RAP Champion and Head of Operations
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	Lead: GM- Indigenous Engagement Support: RAP Champion and CEO
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022	Lead: GM- Indigenous Engagement Support: RAP Champion and CEO
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	September 2022	Lead: GM - Indigenous Engagement Support: RAP Champion

ARTWORK

'Nyungar Artist Jarni McGuire is a Whadjuk, Ballardong and Yued yorga (woman) from Boorloo (Perth), Western Australia. Currently operating as JARNI Creative, majority of my practice is with acrylics and digital design. Where I receive my inspiration mostly is from my father, who is also an artist. My family is strong in culture, and it has led me to bring traditional knowledge and practice to the modern world through art and design. The stories and knowledge that get learnt and passed through my practice have empowered me as a young Aboriginal woman, and I can't wait to share my knowledge and preserve our culture.'

**"I can't wait to share my knowledge
and preserve our culture."**

Contact

JARNI CREATIVE

Jarni McGuire
jarnicreative@gmail.com
@jarnicreative



Pictured: Artist Jarni McGuire who created our RAP artwork.

For further information please contact:

Jaynaya Winmar
General Manager Indigenous Engagement

Phone: 0451 009 730
Email: jaynaya@aiagroup.com

