



**RECONCILIATION  
ACTION PLAN**

**REFLECT**



AUSTRALIAN ESSENTIAL SERVICES GROUP

1300 336 339 | [INFO@AESG.COM.AU](mailto:INFO@AESG.COM.AU) | PO BOX 288, IVANHOE VIC 3079

# AUSTRALIAN ESSENTIAL SERVICES GROUP

## Reflect Reconciliation Action Plan: April 2021 – June 2022

### Our business

---

Australian Essential Services Group (AESG) is a national independent auditor providing fire safety services. Our specialised audits review the maintenance and compliance of fire equipment, building essential safety measures and building health and safety. Our services extend to compliance consultation for properties under Building Notice Orders, providing insurance reports, in-depth investigation and management of combustible cladding works, as well as fire door tagging and compliance, evacuation diagrams, slip testing and ten-year maintenance plans.

Our long-standing relationships with our clients extend back to our establishment in 1996 and we now provide services to more than 800 organisations across Australia. We provide our auditing and safety measures services to owners corporations, property management, aged care, health services, government and semi-government organisations, industrial, retail and commercial clients.

AESG has auditors located in metropolitan Melbourne and throughout regional Victoria, Sydney and regional New South Wales, Brisbane, Adelaide, Perth, Darwin and in Tasmania. We are committed to supporting regional communities through local employment.

Currently AESG employees 33 staff throughout Australia, to our knowledge none of whom identify as Aboriginal and/or Torres Strait Islander people. We are committed to working with Aboriginal and Torres Strait Islander communities to improve employment opportunities and expanding our engagement with Aboriginal and Torres Strait Islander communities, customs and cultures.

Our operations are based in Melbourne, where our team coordinates the completion and delivery of more than 25,000 inspections and real-time reports each year. Our Quality Management System has been certified with ISO 9001 (2015) accreditation.

## Our RAP

---

AESG has been a leader within the Fire Safety Industry for many years. Taking an active role in changing the industry through the implementation of new systems, approaches and business tools. In recent times we have made the decision to change our organisations approach to our environment, our people and our community.

Our RAP process will be championed by our General Manager, Jane Rosham. Jane will take a leadership role, responsible for driving internal engagement and awareness of our RAP and our progress.

It is our ambition to lead positive change within our industry and within our community across a number of environmental, social and community initiatives. As part of our approach, we have identified a gap in our organisational knowledge and understanding of Aboriginal and Torres Strait Islander communities and cultures. We see this as a journey that our organisation can take our employees, partners and clients to educate, learn and implement new relationships with Aboriginal and Torres Strait Islander communities.

A separate initiative that we have undertaken is our regionalisation of staff. We have identified that large amounts of our workload is completed in regional and remote towns through Australia, our goal is to employee staff in regional centres throughout Australia. This will give opportunity to increase Aboriginal and Torres Strait employment opportunities in regional areas as well as metropolitan areas of Australia.

As an organisation we value actions highly, and firmly believe that in undertaking a RAP it is critical that we educate ourselves and follow through and complete each item and action identified – our actions speak louder than words. As part of our RAP, we will encourage and offer for individual staff members to volunteer to participate as well as identify key staff members to fulfill key roles. We will establish an action team that will be responsible for meeting deadlines, reporting progress and provide regular updates to our senior management team.

Our future aspirations as part of RAP journey include:

- Improving employment opportunities for Aboriginal and Torres Strait Islander individuals
- Increasing our procurement practices from Aboriginal and Torres Strait Islander companies
- Improving our knowledge and understanding of Aboriginal and Torres Strait Islander cultures and celebrating the cultures with our employees. It is our ambition (where culturally appropriate) to participate in local cultural events, host information and awareness sessions for our staff and invite local Aboriginal and/or Torres Strait Islander people to share their stories and experiences.
- Establishing and strengthening ties with local Aboriginal and Torres Strait Islander communities. It is our goal to meet with and establish relationships with local communities through Reconciliation Australia, Local Government and local industry groups.

We acknowledge that Aboriginal and Torres Strait Islander cultures and history dates back tens of thousands of years, and it is incumbent upon us as an organisation and as individuals to educate ourselves and celebrate this culture and history.

## Our partnerships/current activities

---

To date our partnerships and current business activities with Aboriginal and Torres Strait Islander businesses and individuals has been limited. After the challenges of COVID-19 throughout 2020 it is our intention and ambition to expand our reach within our local communities and build upon existing partnerships and relationships to strengthen our ties with Aboriginal and Torres Strait Islander businesses and individuals.

Our existing relationships include:

### Aboriginal Carbon Fund

As part of our Carbon Neutral certification with Climate Active, we have partnered with the Aboriginal Carbon Fund as an off-set partner. We purchase carbon credits that assist savanna burning projects. The Aboriginal Carbon Fund aligns with our values to embrace technology and innovative work solutions, whilst supporting local employment opportunities.

### Procurement

Our procurement practices are continually reviewed and updated, AESG purchases hand sanitiser, COVID suppliers and PPE through Supply Nation Certified company – *Position Promo*. We have started to expand our Indigenous procurement partners, drawing upon companies registered with *Supply Nation*.



## RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"><li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li></ul>	August, 2021	Sales Manager
	<ul style="list-style-type: none"><li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li></ul>	August, 2021	Projects Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"><li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li></ul>	May 2021, 2022	Sales Coordinator
	<ul style="list-style-type: none"><li>RAP Working Group members to participate in an external NRW event.</li></ul>	27 May- 3 June, 2021 + 2022	Projects Manager
	<ul style="list-style-type: none"><li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li></ul>	27 May- 3 June, 2021 + 2022	Office Manager Inspector Coordinator
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"><li>Communicate our commitment to reconciliation to all staff.</li></ul>	April, 2021	General Manager and Director
	<ul style="list-style-type: none"><li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li></ul>	September, 2021	Sales Manager
	<ul style="list-style-type: none"><li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li></ul>	November, 2021	Sales Manager
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"><li>Research best practice and policies in areas of race relations and anti-discrimination.</li></ul>	December 2021	General Manager Projects Manager
	<ul style="list-style-type: none"><li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</li></ul>	December 2021	General Manager Projects Manager



**RESPECT**

<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
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"><li>• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.</li></ul>	<i>December, 2021</i>	General Manager
	<ul style="list-style-type: none"><li>• Conduct a review of cultural learning needs within our organisation.</li></ul>	<i>February, 2022</i>	<i>General Manager + Projects Manager</i>
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"><li>• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.</li></ul>	July, 2021	Sales Manager
	<ul style="list-style-type: none"><li>• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li></ul>	August, 2021	Office Manager + Inspectors Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"><li>• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li></ul>	June, 2021	Sales Manager + Sales Admin
	<ul style="list-style-type: none"><li>• Introduce our staff to NAIDOC Week by promoting external events in our local area.</li></ul>	June, 2021	Office Manager + Inspectors Manager
	<ul style="list-style-type: none"><li>• RAP Working Group to participate in an external NAIDOC Week event.</li></ul>	<i>July, 2021</i>	General Manager



## 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"><li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li></ul>	<i>December, 2021</i>	<i>General Manager</i>
	<ul style="list-style-type: none"><li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li></ul>	<i>August, 2021</i>	<i>General Manager</i>
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"><li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li></ul>	December, 2021	General Manager + Projects Manager
	<ul style="list-style-type: none"><li>Investigate Supply Nation membership.</li></ul>	June, 2021	Projects Manager



## GOVERNANCE

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



## Contact

---

Name: Matthew Gale

Position: Projects Manager

Phone: 1300 336 339

Email: [matthew.gale@aesg.com.au](mailto:matthew.gale@aesg.com.au)