



# ACS Property Services Group of Companies

Reconciliation Action Plan — Reflect

October 2021 - October 2022





# Contents

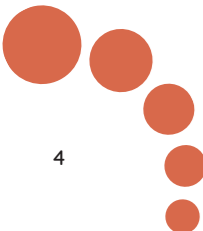
Acknowledgement of Country	4
Leading the Way, A Message from ACS Indigenous Partner, Shaun Burgoyne	6
About ACS Indigenous	8
Message from the Chief Executive Officer, Lewis Igini	10
Our Reconciliation Action Plan	12
Governance — Monitoring and Reporting	14
Key Measurables	18
Governance	21
ACS Indigenous Logo Artwork	22



## Acknowledgement of Country

In the spirit of reconciliation the ACS acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.





A portrait of Shaun Burgoyne, a man with short dark hair, wearing a dark blue button-down shirt. He is smiling slightly and looking towards the camera. The background is a blurred indoor setting with some equipment.

"Providing Indigenous people with stable employment and promising careers will improve long term economic, health and social outcomes."

Leading the Way

## A message from ACS Indigenous partner, Shaun Burgoyne

"I am a proud Indigenous man from both Kokatha & Warai tribes. My father is a Kokatha man, located on the West Coast of South Australia. My mother is a Warai woman, located just South of Darwin.

As a proud Indigenous man, I am pleased to be working with ACS Property Services, who share my vision, values and ambition for a positive Australia.

ACS Indigenous will focus on creating new employment and career opportunities for Indigenous Australians, which will be crucial in closing the gap and fostering long term prosperity.

Providing Indigenous people with stable employment and promising careers will improve long term economic, health and social outcomes.

Business leaders often say there are a lot of similarities between great sporting teams and great business organisations. Both involve hard work, teamwork, trust and honesty.

The skills and experience I've developed playing as part of an elite AFL team, I will transfer to ACS Indigenous.

I believe ACS Indigenous will deliver measurable and life changing outcomes as we as a nation work together to close the gap."

Shaun Burgoyne, Director, ACS Indigenous





Across Australia



Providing Property Services for over 14 years



Held triple certification since 2008

## About ACS Indigenous

ACS Property Services is a national commercial cleaning and facility services company, with a long history of success growth and delivery service excellence. The company is committed to optimising your business and has proudly held triple certification in Quality, OHS and Environmental standards since 2008.

We employ over 800 employees across Australia with approximately 8% of our current staff who identify as both Aboriginal and Torres Strait Islander.

There remains little doubt more needs to be done to improve employment opportunities and career pathways for Indigenous Australians. The target to halve the gap in employment outcomes between Aboriginal and non-Indigenous Australians within a decade feel well short.

The 2020 Closing the Gap Report shows in 2018 the Indigenous employment rate was around 49 per cent compared to 75 per cent for non-Indigenous Australians.

ACS Indigenous was established as part of a vision for a better, more inclusive, and positive future for our community and our country. In addition, to meet the growing requirements by government and the private sector to engage Indigenous owned and managed enterprises.

ACS Indigenous will operate alongside and with the support of ACS Property Services by utilising and building upon ACS's knowledge, expertise, and systems. ACS Indigenous will provide specialist cleaning and maintenance to local, state, and federal government, education, healthcare, and property management sectors.

ACS Indigenous aims to increase employment amongst Aboriginal and Torres Strait Islander peoples and build a community of diverse suppliers and businesses with the aim of contributing to the Australian Government Closing the Gap target of halving the gap in employment between Indigenous and non-Indigenous Australians. The company aims to contribute to Reconciliation through the employment of Aboriginal and Torres Strait Islander peoples in operational, administrative and management roles.

With new innovative systems and processes, ACS Indigenous has a market edge over its competitors, ensuring the initiative achieves outcomes that benefit the economic and social wellbeing of Aboriginal and Torres Strait Islander peoples.





“As Chief Executive Officer of ACS, I recognise the rich heritage of Aboriginal and Torres Strait Islander peoples and the positive contribution First Nations communities will make to the future wealth and prosperity of the nation.”

## A message from the Chief Executive Officer, Lewis Igini

“I am proud to introduce the ACS Property Services Reconciliation Action Plan.

As a long-standing leader in the nation’s cleaning and property services sector, ACS Property Services is committed to ensuring Australia closes the gap and improves the quality of life and economic circumstances of Aboriginal and Torres Strait Islander peoples.

ACS Indigenous will focus on creating new employment and career opportunities for Aboriginal and Torres Strait Islander peoples, which will be crucial in providing long-term positive outcomes for communities across the nation.

In the establishment of ACS Indigenous, is partnering with champion AFL Indigenous footballer, Shaun Burgoyne, who has proven his leadership attributes both on and off the field.

As Chief Executive Officer of ACS, I recognise the rich heritage of Aboriginal and Torres Strait Islander peoples and the positive contribution First Nations communities will make to the future wealth and prosperity of the nation.

I look forward to your continued support in this important endeavor.”

Lewis Igini, Chief Executive Officer, ACS Property Services





An Indigenous Steering Committee has been established with senior representatives steering ACS Indigenous. The Committee will oversee the implementation of the Reflection Reconciliation Action Plan.

## Our Reconciliation Action Plan

### Why are we developing a Reconciliation Action Plan (RAP)?

We are developing a Reconciliation Action Plan because we aspire to be a proactive and positive force in the industry in improving the economic and social wellbeing of Aboriginal and Torres Strait Islander peoples. In Addition, we will strive to be a culturally safe workplace for Aboriginal and Torres Strait Islander employees whilst supporting them to achieve their career aspirations.

We are addressing the growing requirements from government and the private sector to engage Indigenous owned and managed enterprises. Supply chain diversification is now a business imperative. A diversified procurement strategy drives business growth, culture, and innovation. Purchasing goods and services from Indigenous entrepreneurs and business creates empowering relationships, and long-term mutual community benefits.

Research shows business with diverse supply chains:

- Deliver transformative corporate social responsibly impact.
- Have greater access to new market opportunities.
- Generate greater return on investment and efficiencies.
- Are more innovate and agile.
- Are better able to attract and attain talent.
- Can meet growing customer divert expectations.

### Implementing reconciliation initiatives:

We recognise we have much to learn. Our approach to implementing our Reconciliation Action Plan is therefore to seek advice and guidance from trusted industry partners, who are leading the way in Indigenous employment.

Our Reconciliation Action Plan will involve:

- A whole of organisation approach with senior level commitment and involvement.
- A focus on developing and leveraging employment opportunities in those areas where we have proven employment capabilities.
- Growing cultural awareness and understanding of Aboriginal and Torres Strait Islander peoples across the organisation.
- Reviewing all employment and recruitment processes to ensure they do not disadvantage Aboriginal and/or Torres Strait Islander candidates.
- Establishing key partnerships with other experienced organisations and institutions to increase the Indigenous employment opportunities available.
- This coordinated approach will ensure we develop the organisational framework needed to support successful and sustainable Indigenous employment opportunities across the group. We are committed to delivering on these activities and excited by the prospects and outcomes they promise.

### Our Reconciliation Action Plan Journey

Our journey to date has included partnering with Indigenous partner Shaun Burgoyne, assembling the Reconciliation Action Plan Steering Committee, and developing collateral including our logo and brand story, which we will be sharing in a video being undertaken currently.



# Governance — Monitoring and Reporting

Programs will be reviewed quarterly against specific project time frames and overall Indigenous employment targets. Progress reports will be provided through the specific governance structure outlined.

The ACS Reconciliation Action Plan Steering Committee has been established with both First Nations and non-Indigenous representatives to:

1. Monitor progress against specific project and action time frames.
2. Provide regular reports on the employment target to the respective boards and senior management teams operating across the group.
3. Report as required against any external authority requirement.

Success will be measured against the following key performance indicators:

1. Number of employees placed permanently within ACS.
2. Employee retention rates.
3. Increased supplier usage.
4. Increased cultural awareness.

## Reconciliation Action Plan Steering Committee

Name	Position	Reconciliation Action Plan Role
Shaun Burgoyne	Director, ACS Indigenous	First Nations Representative
Lewis Igini	Chief Executive Officer (CEO)	Chairperson
John Chummar	People & Culture Manager	RAP Delivery Champion
Trent Panteli	General Manager Operations	All three pillars
Damien Boulton	General Manager Business Development	Relationships
Davidson Branding	Marketing and Communications	Awareness

## Reconciliation Action Plan Organisational Chart







## Monitoring and Reporting



## Relationships

As outlined by Reconciliation Australia, at the heart of reconciliation is the relationship between the broader Australian community and Aboriginal and Torres Strait Islander peoples.

To achieve reconciliation, we need to develop strong relationships built on trust and respect, and that are free of racism.

By working closely with Aboriginal and Torres Strait Islander peoples, we can better understand the barriers faced and work together to overcome them, and encourage and foster meaningful, long term relationships with Aboriginal and Torres Strait Islander peoples. We pledge to respect the customs and practices of Aboriginal and Torres Strait Islander peoples and their communities in the ACS Property Services spirit of one team, one family.



## Respect

Understanding of Aboriginal and Torres Strait Islander cultures, rights and experiences underpins progress toward all five dimensions of reconciliation.

Without respect for Aboriginal and Torres Strait Islander ways of doing things, respectful relationships cannot be built. Without pride in Aboriginal and Torres Strait Islander cultures and heritage, we cannot foster a shared national identity. Without understanding the wrongs of the past, we cannot ensure these wrongs are never repeated.

We pledge to develop sustainable, inclusive employment and participation opportunities for, and led by, local Aboriginal and Torres Strait Islander peoples, engendering a basis of mutual respect and understanding.

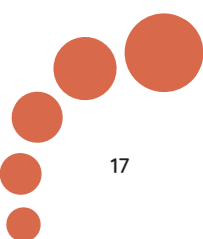
We recognise the important role employment plays in boosting self-esteem, economic security and overall health, as well as the general wellbeing for Aboriginal and Torres Strait Islander peoples, their families and wider communities.



## Opportunities

We are driven by a focus on developing our employment and supply chain management processes for an innovative and sustainable future.

This includes significantly increasing our employment of Aboriginal and Torres Strait Islander peoples, reflecting a transparent and adaptive approach to future opportunities.





## Relationships

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Continue to Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Nov 2021	People & Culture Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Nov 2021	People & Culture Manager
	Develop a partnership with suitable Indigenous education organisation participation and employment focus	Feb 2022	People & Culture Manager
	Identify and engage appropriate external advisors to assist our executive team	May 2022	CEO
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Apr 2022	Marketing Manager
	RAP Steering Committee members to participate in an external NRW event	27 May-3 June, 2022	People & Culture Manager
	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	CEO
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Nov 2021	Marketing Manager
	Publish our RAP on our website	Nov 2021	Marketing Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2021	People & Culture Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2021	People & Culture Manager
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Mar 2022	People & Culture Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Jun 2022	People & Culture Manager

## Respect

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Apr 2022	People & Culture Manager
	Conduct a review of cultural learning needs within our organisation.	Apr 2022	People & Culture Manager
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2022	CEO
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2022	CEO
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	May 2022	GM — Business Development
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	GM — Business Development
	RAP Steering Committee participate in an external NAIDOC Week event.	Jul 2022	GM — Business Development



## Opportunities

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Mar 2022	GM — Business Development
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Mar 2022	GM — Business Development
	Revise recruitment process and practices to improve Aboriginal and Torres Strait Islander recruitment and career progression.	Apr 2022	GM — Business Development
	Provide regular reports on employment target to the respective boards and senior management teams operating across the group	Mar 2022	People & Culture Manager
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Nov 2021	General Manager Operations
	Investigate Supply Nation membership.	Feb 2022	General Manager Operations
	Build new relationships with Indigenous businesses and suppliers in accordance with our social impact objectives and targets.	Feb 2022	General Manager Operations

## Governance

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Steering Committee to drive governance of the RAP.	Apply a Terms of Reference for the RAP Steering Committee.	Oct 2021	People & Culture Manager
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Oct 2022	People & Culture Manager
Provide appropriate support for effective implementation of RAP commitments.	Review and update resource needs for RAP implementation.	Dec 2022	CEO
	Engage senior leaders in the delivery of RAP commitments.	Oct 2021	People & Culture Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Mar 2022	People & Culture Manager
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.	Sep 30, Annually	People & Culture Manager
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	Oct 2022	People & Culture Manager





Aaron Hayden

## Artwork

When it came to creating a logo for ACS Indigenous, we wanted to embody the core pillars of Relationships, Respect, Understanding and Opportunities.

We engaged Aaron Hayden, the brother of our ACS Indigenous Partner Shaun Burgoyne, to create a work of art for us for the purpose of developing our ACS Indigenous logo, produced in conjunction with a digital designer, Delphine Byrne.

The resulting process was captured by video so we can share of the story of this unique approach we took to creating a logo that is representative of our desire to acknowledge the past, recognise the present and look forward to a brighter future where we are an active participant in bridging the gap for Aboriginal and Torres Strait Islander peoples through real employment opportunities.





## Communicating Our Values

The artwork features the dots which are a representation of the connections amongst the Indigenous communities to our business delivering/offering pathways into employment and other career opportunities.

The U shapes are depicting people within the communities but also a depiction of the diversity you may have in your business. The U shape represents women and the UII represents men. This is depicting the community, with the circle in the middle (being the business).

The travelling lines are a representation of the business travelling and working throughout the community.







For public inquiries about our Reconciliation Action Plan, please contact:

**Shaun Burgoyne**  
sburgoyne@acsindigenous.com.au

**Lewis Igini**  
ligini@acspropertyservices.com.au

**1300 247 039**

**1300 247 039**