



RECONCILIATION  
ACTION PLAN

REFLECT

**Abbott**



PAPERBARK  
CORPORATION SERVICES

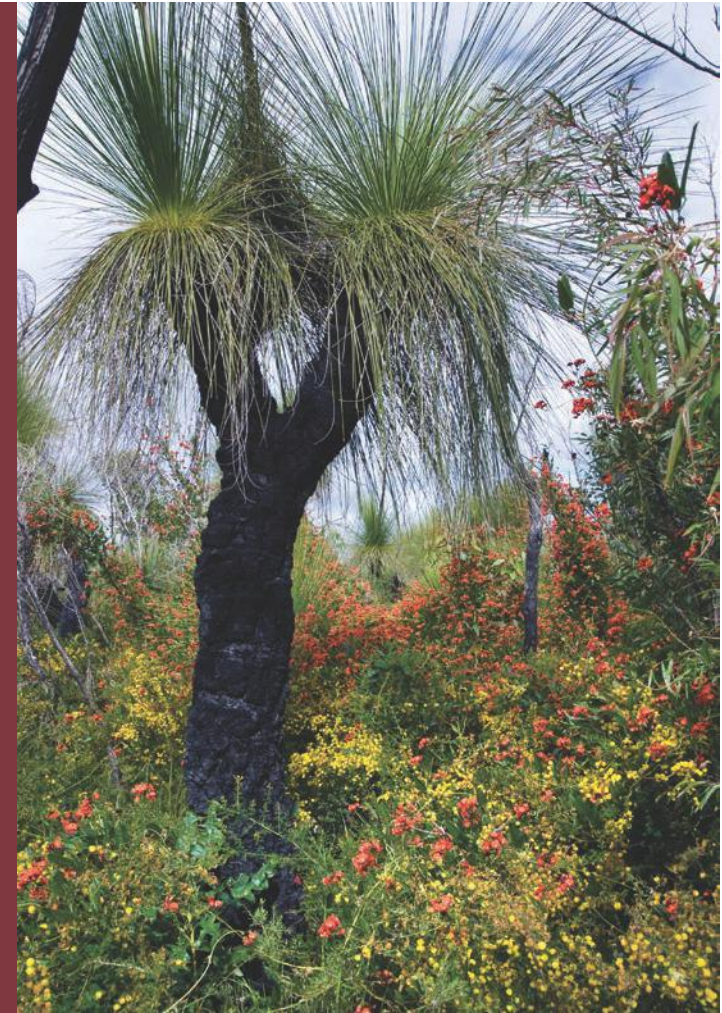
# Reflect Reconciliation Action Plan

June 2023 - December 2024

## Acknowledgement of Country

Abbott Native Title Trustees acknowledges and pays respect to our clients as the Traditional Owners of their Country and acknowledges the past, present and future Traditional Owners and Elders of this nation and the continuation of cultural and spiritual practices of Aboriginal and Torres Strait Islander peoples. Abbott Native Title Trustees also acknowledges the Traditional Owners of the land where our Perth and Port Hedland offices are located, the Whadjuk Noongar People (Perth) and Kariyarra People (Port Hedland).

*We acknowledge  
Aboriginal and Torres  
Strait Islander peoples'  
inherent right to culture,  
country, and resources.  
Our purpose is to work  
with the First Peoples  
of Australia to improve  
their political, economic,  
and social standing.*





## Our Business

Abbott Native Title Trustees (Abbotts) has been operating as a trustee for Native Title trusts since 2001, when we commenced a trustee role in Port Hedland, Western Australia. Since then, we have grown and now manage Trusts, both Native Title and non-Native Title, across Western Australia including the Pilbara, Goldfields, and Kimberley regions. A large proportion of our clients are Aboriginal people, and we strive to provide a service that is culturally appropriate and catered to their needs.

Our current business activities include, but are not limited to:

- Charitable Trust programs and financial distributions to Trust Beneficiaries
- Trust administration and compliance
- Bookkeeping
- Convening and facilitating Advisory Committee and General Meetings, including (where appropriate) traveling to locations best suited to the needs of our clients.

Through our subsidiary company, Paperbark Corporation Services, we provide Aboriginal companies (ASIC) and Aboriginal corporations (ORIC) with services including:

- Administration and governance
- Bookkeeping
- Project management
- Meeting facilitation
- Coordinating heritage surveys

We employ 17 people, 3 of whom are Aboriginal People. We have an office that is based in Whadjuk Country (Perth, Western Australia) and an office based in Kariyarra Country (Port Hedland, Western Australia).





## A message from our General Manager

I am pleased and proud to share our first RAP with our clients, employees, and other stakeholders. This Reconciliation Action Plan documents and formalises in action our deep commitment to demonstrating our values by respectfully listening to and learning from the First Peoples of Australia. We recognise and support the absolute rights of Aboriginal and Torres Strait Islander peoples to self determination and informed decision-making. We respect the deep spiritual and cultural connection of First Nations peoples to the land and acknowledge First Australians as the traditional custodians of this land.

In this Reflect RAP, we will focus on strengthening our existing relationships and connections with Aboriginal and Torres Strait Islander stakeholders, and creating additional opportunities to promote political, social, and economic wellbeing. Key actions for our initial RAP will include reviewing policies and procedures with a view to identifying areas for change and improvement, as well as the exciting steps of improving our supply and employment processes to encourage engagement with First Nations businesses and individuals.

We are committed to encouraging all our team members to take part in our reconciliation journey, including sharing information, participating in internal and external events and training, and embedding cultural competency in ways of working. Our RAP is supported by the genuine dedication of all our team members to respect and value the First Peoples of Australia, their history and cultures. Further, we recognise that these are only our first steps on the journey towards reconciliation, and that there is always more that can be done.

Matthew Maxted  
General Manager

## A Message from Reconciliation Australia

Reconciliation Australia welcomes Abbott Native Title Trustees to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Abbott Native Title Trustees joins a network of more than 2,200 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 close to 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 Abbott Native Title Trustees 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 Abbott Native Title Trustees, 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 Reconciliation Action Plan

This is Abbotts' first Reconciliation Action Plan (RAP) and formally marks our process towards reconciliation.

We acknowledge Aboriginal and Torres Strait Islander peoples' inherent right to culture, Country, and resources, and we understand the need to listen, learn and work with First Nations peoples to improve their political, economic, and social standing.

This acknowledgement is fundamental to the operations of our business and is confirmed by our commitment to the following:

- We want to be part of a world where Aboriginal people are respected for the decisions they make in determining their future.
- We acknowledge the importance of Mabo, Sorry to the Nation, and the Uluru Statement from the Heart, as being incredibly important steps towards self-determination, and recognition of the importance of Australia's First Peoples.
- We also acknowledge the importance of the UN Declaration on the Rights of Indigenous People.

These important events and milestones shape our approach to the way we do business. We are committed to working with Aboriginal and Torres Strait Islander peoples in ways that demonstrate:

- Taking the time to listen and learn from our clients to inform the way we work;
- Understanding and recognising the importance of Country and Culture to Australia's First Peoples in everyday life; and
- Providing a transparent and fair service, based on free, prior, and informed consent.

In 2020, we developed our Values Constitution which sets our behavioural standard and informs how we do business: Our values reflect how we interact with each other, how we take time to listen when interacting with our clients, and how we implement their feedback to provide better services and support.

Fundamental to our values is the recognition that Aboriginal and Torres Strait Islander peoples have the absolute right to Self Determination including the right to make decisions about their future.



## Show Respect

Showing respect to our clients is crucial to the way we do business. We believe that by having a healthy and respectful culture within our business and team, this informs and reflects the way that we interact with our clients especially during times when they may be facing challenges or distress in their lives. We recognise that intergenerational trauma continues to impact many of our clients. Our clients deserve the utmost respect as we work with them to address or mitigate challenges as they arise.

## Value Australia's First Peoples

Valuing the importance of our First Peoples means acknowledging that as Australia's original inhabitants they have the longest continuous living culture, spirituality, an immense knowledge of how to care for Country, and deep respect for family and the elderly.

## Take the Time

Respecting our clients includes taking the time to listen to, and learn from, what they are saying. We recognise that it is important to take the time to really listen to understand what clients are saying, rather than making assumptions. We have learnt that we should never hurry away from talking or meeting with our clients.

## Be Courageous

It takes courage to be honest and to ask questions. All opinions are valued and considered. We recognise the courage required of our clients to describe their situations and needs. We undertake to be honest, prompt, respectful, and clear in our responses, even if we are unable to fulfil the request.

To implement our RAP, we have created a RAP Working Group made up of members from across the business. The members currently include:

- **Lauren Garvey** – Client Manager (RAP Champion)
- **Sieni Pasene-Grennell** – Project Coordinator
- **Rachael Wishart** – Bookkeeper
- **Matthew Maxted** – General Manager
- **Georgie Buck** – Trust Compliance Officer
- **Madeline Conway** – Client Services Officer
- **Shonoah Coppin** – Administration Support Services

We have the full support of all managers within Abbotts to implement our RAP. We understand reconciliation is a long process and should not be rushed. In working towards reconciliation, we intend to implement our RAP to create meaningful change with tangible results and we will work to bring our whole team and business along the journey.

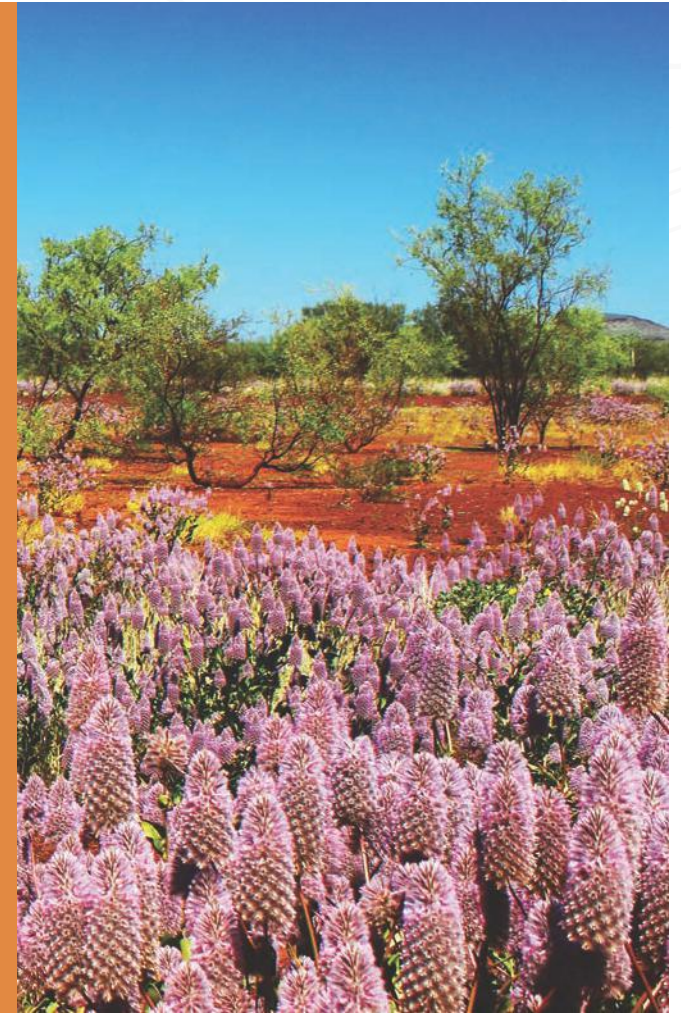
## Our partnerships/current activities

At Abbotts, we interact with and work for Aboriginal and Torres Strait Islander people every day. We work very closely with our Trust Advisory Committees, who are elected by the community to represent their family groups to inform how funding should be directed and how programs should be created. We also work very closely with Aboriginal Corporations and Prescribed Body Corporate (PBC) to ensure the Trusts are able to support the vision of broader community. Paperbark Corporation Services, our subsidiary company, works directly for Aboriginal Corporations in a range of functions, and makes room for them to become self-reliant.

We regularly engage with Cultural Awareness facilitators, rotating service providers from our First Nations client groups, to provide new and existing staff with a more encompassing understanding of our various clients. Over the last few years, we have also participated in Reconciliation Week activities and encouraged staff to attend during work hours.

A number of our service providers are either Aboriginal people or Aboriginal owned businesses.

*We look forward to creating new relationships and participating in more activities that further our steps towards reconciliation, ensuring that our whole business and all staff are along for the journey.*







## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September, 2023	Project Coordinator
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September, 2023	Trust Compliance Officer
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May, 2024	Client Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2024	Bookkeeper
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2024	Bookkeeper

Action	Deliverable	Timeline	Responsibility
<b>3. Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff.	June, 2023	Client Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November, 2023	Project Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	January, 2024	Client Manager
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Research best practice and policies in areas of race relations and anti-discrimination.	November, 2023	Bookkeeper/ Client Services Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November, 2023	Client Manager



Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	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, 2023	Client Manager
	Conduct a review of cultural learning needs within our organisation.	June, 2023	Trust Compliance Officer
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	December, 2023	Project Coordinator/ Client Services Officer
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	December, 2023	General Manager

Action	Deliverable	Timeline	Responsibility
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June, 2023	Project Coordinator
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June, 2023	Project Coordinator
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2023	Client Manager

## Opportunities

Action	Deliverable	Timeline	Responsibility
8. 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.	August, 2023	General Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September, 2023	General Manager
9. 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.	August, 2023	Bookkeeper
	Investigate Supply Nation membership.	October, 2023	Bookkeeper







## Govenance

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Maintain RWG to govern RAP implementation.	June, 2023	Client Manager
	Draft a Terms of Reference for the RWG.	June, 2023	Client Manager/ Trust Compliance Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	June, 2023	Client Manager
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	August, 2023	Trust Compliance Officer / Bookkeeper
	Appoint a senior leader to champion our RAP internally.	June, 2023	Client Manager
	Engage senior leaders in the delivery of RAP commitments.	June, 2023	Client Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	August, 2023	Trust Compliance Officer / Client Manager

Action	Deliverable	Timeline	Responsibility
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally</b>	Contact Reconciliation Australian 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	Trust Compliance Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Trust Compliance Officer
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	Client Manager supported by Client Services Officer
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	September, 2024	Trust Compliance Officer

**For more information on our RAP, please contact:**

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