



Innovate Reconciliation Action Plan

September 2017 – September 2019

Participants in Bright Sparks Program

Front cover Left to right – Bailey Morgan-Brinkworth, Jon Kingston-Mayne, Ben Keeble

Back page – Jon Kingston-Mayne

BUSY At Work partnered with Energex and TAFE Queensland SkillTech to deliver a 16 week Bright Sparks program. The program provided 8 Indigenous job seekers with entry level, electrical skills and the opportunity to apply for ongoing employment in the next apprenticeship intake.

Acknowledgement of the Traditional Owners

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and recognise their connection to land, wind, water and community. We pay our respect to them, their culture, and the Elders both past and present.

Managing Director's Message

BUSY At Work is committed to reconciliation with our First Nations Peoples and our second Reconciliation Action Plan sets our agenda to translate our commitment into action. I believe we must continue building strong relationships with communities through mutual respect and understanding.

Our 'Innovate Reconciliation Action Plan' reflects our values of inclusiveness, excellence, resilience, integrity and innovation. These values are entrenched in the work we do and how we conduct our business and our Vision is to "have more people in jobs, more people learning new skills, and more communities exposed to positive change, in partnership with employers and industry".

BUSY At Work is committed to working together with Aboriginal and Torres Strait Islander people to overcome the difficulties and challenges they face every day by providing career opportunities to job seekers through apprenticeships, employment and community programs.

We will continue to expand on our Indigenous Employment Programs with a vision to meet the aspirations and priorities of our First Nations Peoples. Our second Reconciliation Action Plan provides us with a framework for the future and we aspire to make a real difference to Indigenous communities.

Paul Miles
Managing Director



Our vision for reconciliation

In the future BUSY At Work imagines our First Nations Peoples will have social and economic equality. BUSY At Work's vision for reconciliation with our First Nations Peoples has its origins in our commitment to have more people in jobs, more people learning new skills, and more communities exposed to positive change, in partnership with employers and industry.

We recognise that our First Nations Peoples still remain one of the most disadvantaged groups in Australia and it is our aspiration to play our part in creating change. To make this vision a reality it is our intention to consult with our First Nations Peoples to truly understand how we can work together to create opportunities.

BUSY At Work is driven by passion and commitment to make a difference by supporting Reconciliation. The development of our 'Innovate Reconciliation Action Plan (RAP)' re-enforces our genuine commitment to improve the lives of one of the oldest surviving cultures in the world and assist in driving social change.

Luther Cora - Yugumbeh Dance Group performing at BUSY's annual Christmas Conference and Dinner.





Ethan Atkinson Indigenous school-based trainee at Dreamworld's Corroboree.



*Participants in the Bright Sparks Program
Left to right – Bailey Morgan-Brinkworth, Trent Payne, Ben Keeble, Jon Kingston-Mayne*

BUSY At Work is an established and trusted not-for-profit organisation providing career opportunities for job seekers through apprenticeship, employment and community services. We value inclusiveness, excellence, resilience, integrity and innovation.

These values are entrenched in the work we do and how we conduct our business. Our reputation as a leading provider of apprenticeship services, job services and Indigenous employment programs, school-based programs, mature aged worker programs and disability employment who meets the needs of the industry, is second to none.

Established in 1977 we have almost 40 years' experience providing skilling solutions and services to businesses, workers and job seekers. BUSY At Work provides a comprehensive approach to employment and apprenticeship management through apprenticeship, workforce solutions and community services.

Most of BUSY's business activities stem from government and private sector contracts, which provide essential support services to businesses and the community. From assisting disengaged youth into employment to developing complex workforce planning strategies for some of Australia's largest employers, we've done it all and are committed to delivering our projects with common sense, integrity and reliability.

Our commitment to positive social change and providing support to local communities is at the heart of all we do. We use our surpluses to aid local community projects and maintain a flexible approach to supporting community needs so that individuals experience long-term benefits as well as short term results.

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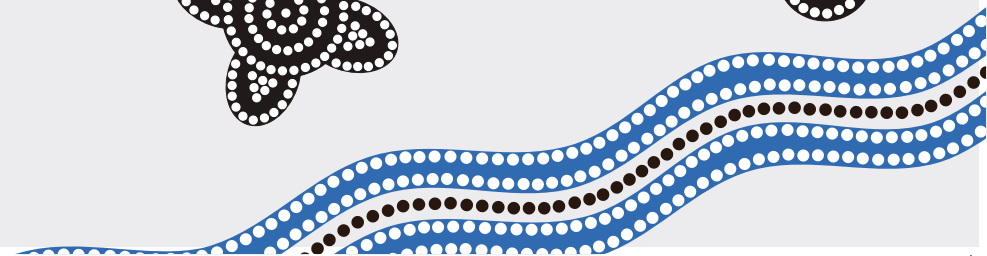
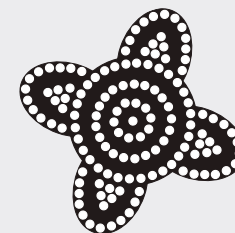
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BUSY At Work offer a range of programs and services primarily contracted to government. We currently offer:

Australian Apprenticeship Support Services

BUSY At Work Apprenticeships Support Services is an Australian Apprenticeship Support Network Provider in Queensland and Western Australia and has been contracted by the Australian Government since 1998 to provide advice on apprenticeships and traineeships. We promote and administer incentives for apprenticeship opportunities through the Australian Apprenticeships Incentive Program, a Federal program offered by the Department of Education and Training. Over the years we have established a reputation as the specialists in apprenticeship support services and have played a key role in growing apprenticeship and traineeship outcomes. We provide consultation to businesses to identify training needs and advise on the Australian Apprenticeships Incentive Program.

Employment Services

BUSY At Work is a member of CoAct, a national organisation dedicated to helping job seekers find the right job in the continuing battle against unemployment. CoAct BUSY At Work is funded through jobactive, an Australian Government initiative of the Department of Employment. We strive to provide a professional and positive experience for job seekers and employers with a focus on individually tailored support. Our offices are located throughout Sunshine Coast and North

Queensland. As part of our Employment Services strategy, we work with Indigenous communities with the aim of getting Aboriginal and Torres Strait Islanders into the right jobs.

Transition to Work

The Transition to Work service, an Australian Government initiative provides intensive, pre-employment support to improve the work-readiness of young people and help them into work (including apprenticeships and traineeships) or education. The service will have a strong focus on helping young people to understand what is expected in the workplace and to develop the skills, attitudes and behaviours expected by employers.

Victorian Registration & Qualifications Authority (VRQA) Regulatory Field Services Contract

BUSY At Work is contracted by the Victorian Registration and Qualifications Authority (VRQA) to provide Apprenticeship and Traineeship Regulatory Field Services in Victoria from September 2, 2013. BUSY At Work Authorised Officers are responsible for responding to VRQA requests to investigate potential breaches of regulations that apply to apprenticeship and traineeship arrangements in Victoria and completing planned visits to improve compliance with regulations and quality of training.

National Disability Coordination Officer (NDCO) Program

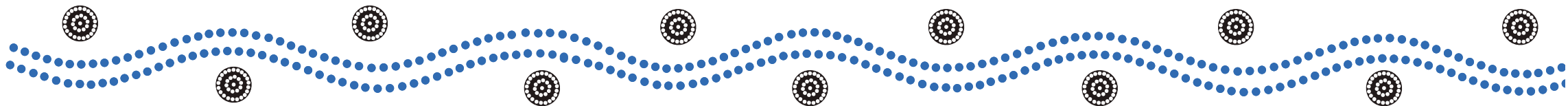
The NDCO program works toward the Australia-wide coordination and delivery of transition services for people with a disability who are at, or who will be attending, secondary school, university or vocational education and training.

The Parliament and Civics Education Rebate (PACER)

The Parliament and Civics Education Rebate is an initiative of the Australian Government, which provides some financial assistance for students in Year 4 – 12 across Australia to travel to Canberra, the nation's capital. Under PACER, students who learn about civics and citizenship in the classroom see their knowledge brought to life when they experience Canberra first hand. Students visit Parliament House, Old Parliament House and the Australian War Memorial, and have the opportunity to visit a number of other sites of cultural and historical interest.

Indigenous Advancement Strategy

BUSY At Work works closely with organisations, businesses and communities to create and provide work opportunities for Indigenous Australians. Our experienced Indigenous consultants assist employers



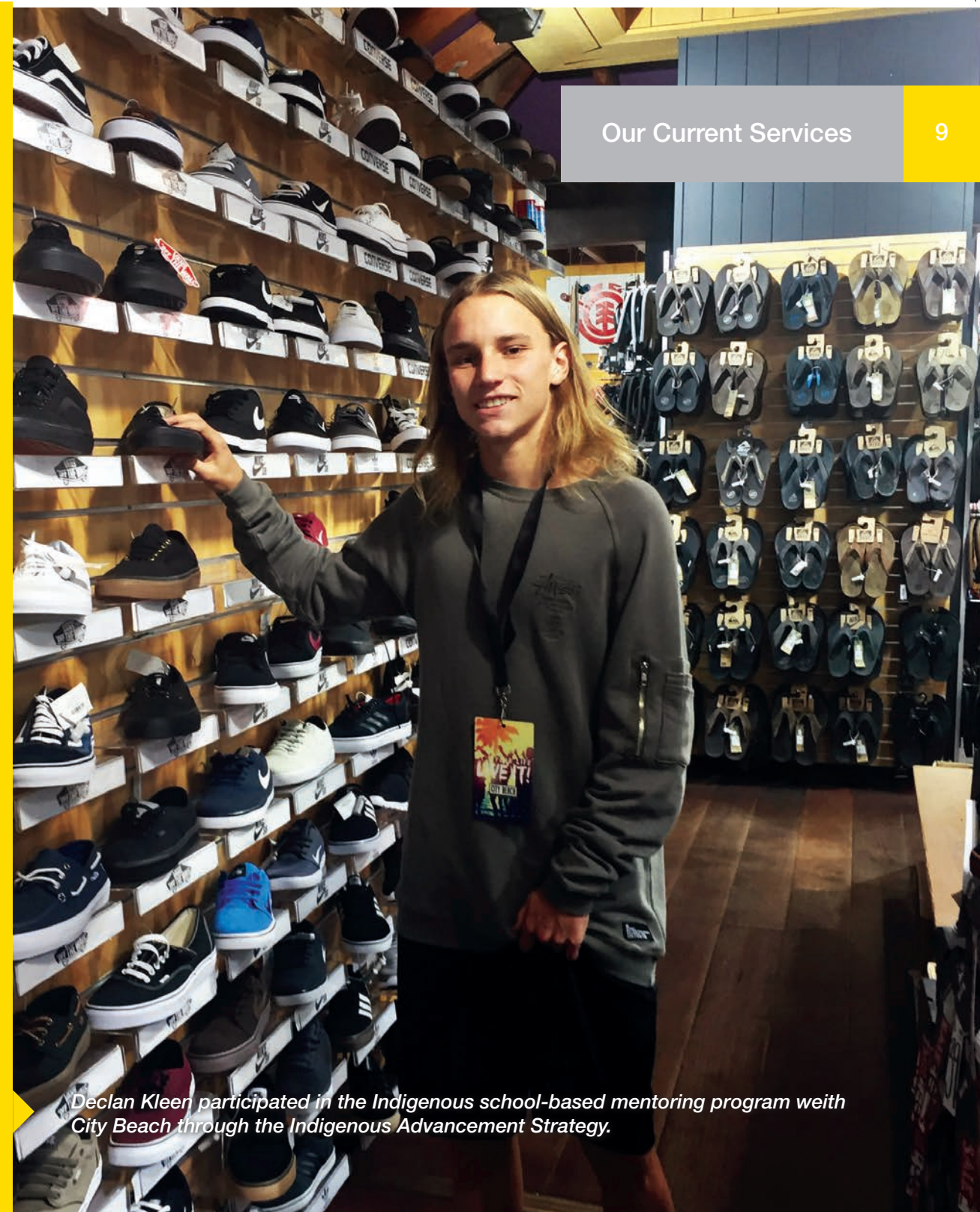
with the skills and cultural knowledge necessary to provide sustainable employment opportunities for Indigenous Australians. In turn, they also work with the local communities to prepare Indigenous Australians to take up job opportunities and enhance their employment prospects. BUSY At Work have been running Indigenous Advancement Strategy programs since the beginning of 2016 which have been extremely successful in assisting in the retention of Indigenous students through to Year 12 whilst giving them the opportunity to forge a career through a traineeship or apprenticeship.

BUSY also delivers a range of short-term employment and training projects to assist disadvantaged people gain employment, such as Skilling Queenslanders for Work.

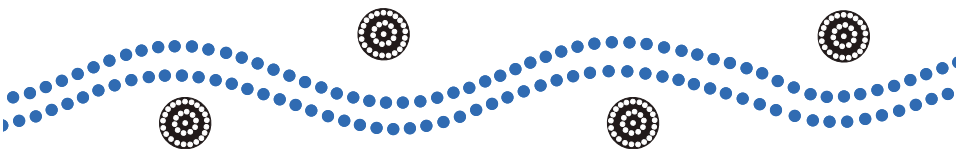
The Skilling Queenslanders for Work Program is a State Government initiative which funds training and support for unemployed or underemployed people, with a focus on young people (including those in and transitioned from out-of-home care), Aboriginal and Torres Strait Islander people, people with disability, mature-age job seekers, women re-entering the workforce, and people from culturally and linguistically diverse backgrounds.

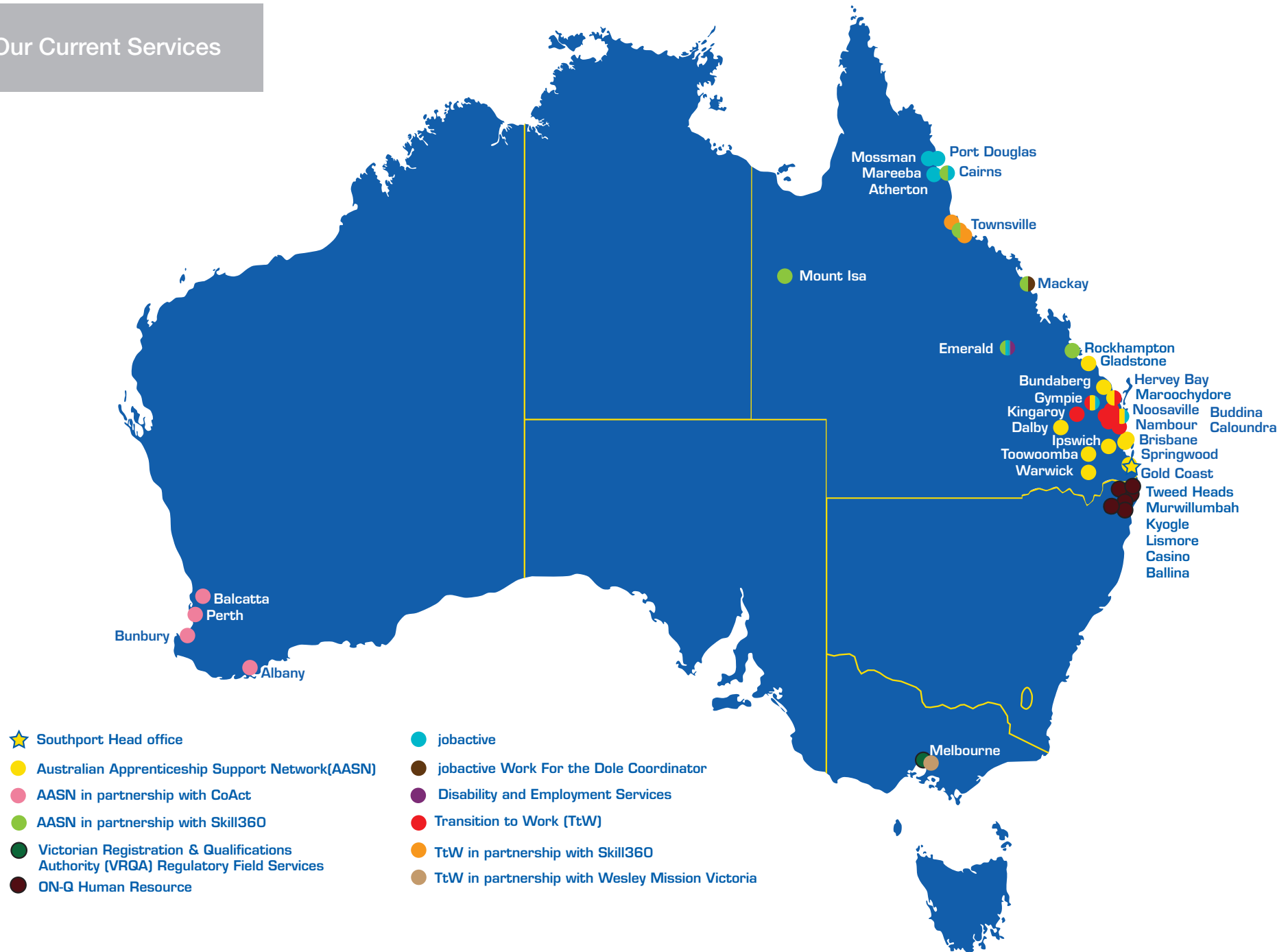
BUSY At Work currently employs 180 staff throughout our footprint in Australia, including six staff who identify as Aboriginal and Torres Strait Islander.

BUSY At Work has over 40 offices located in Queensland, New South Wales, Victoria and Western Australia. Refer to the following page for map of the our offices to clearly identify our footprint.



Declan Kleen participated in the Indigenous school-based mentoring program with City Beach through the Indigenous Advancement Strategy.







*Participants in the Bright Sparks Program
Left to right Ben Keeble and Jon Kingston-Mayne*

BUSY At Work developed a Reconciliation Action Plan (RAP) in recognition of the hardships that our First Nations Peoples have faced. Our aim is to make a difference and create a level playing field. At BUSY At Work we believe that reconciliation is an important step towards closing the gap for Aboriginal and Torres Strait Islander peoples and creating a society that values and recognises Aboriginal and Torres Strait Islander cultures and heritage as a proud part of a shared national identity.

BUSY At Work continues to lay the foundations for building stronger and more respectful relationships with Aboriginal and Torres Strait Islander peoples, communities and stakeholders through the development of our second RAP. We have reviewed the progress made with our first RAP to ensure that our second RAP is informed by lessons learnt. We continue to shape our actions and measurable targets around building and maintaining positive,

respectful relationships through effective engagement.

Since our initial RAP, we have made significant progress towards embedding cultural awareness internally and have developed an Indigenous Employment Strategy. We have also put in place strategies for more effective program service delivery to Aboriginal and Torres Strait Islander peoples faced with barriers to gaining and sustaining employment.

In addition to increasing Indigenous representation within BUSY's own staffing profile, we continue to expand our Indigenous Employment Programs and support employers within our networks to confidently employ program graduates. We do this through provision of cultural awareness training to our staff and employers and delivery of regular cultural conversations sessions for staff and guests.

We also constantly seek to develop innovative ways to create opportunities to embrace the principals of equality and equity.

Using our networks, we will continue to encourage the support of all dimensions of reconciliation across political, business and community institutions. We will continue to work to ensure recognition and valuing of Aboriginal and Torres Strait Islander histories, cultures and rights.

We are excited to be playing our part in creating social change and improving the social and economic wellbeing of Indigenous peoples.

Our Champion for the BUSY At Work RAP is Paul Miles our Managing Director

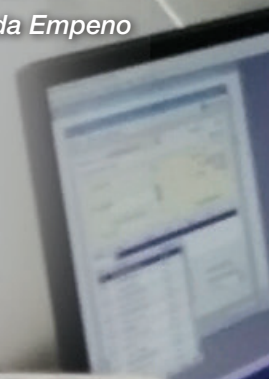
The BUSY At Work RAP Working Group Members are:

Sue Loch, General Manager
Katrina MacKenzie, Project Development Manager
Robyn Donnelly, Project Coordinator/Mentor

Sindy Rennick, HR Coordinator
Betty Lappin, Industry Training Consultant
Elaine Braniff, Program Coordinator

Our Aboriginal and Torres Strait Islander community representative is Robyn Donnelly, Project Coordinator/Mentor

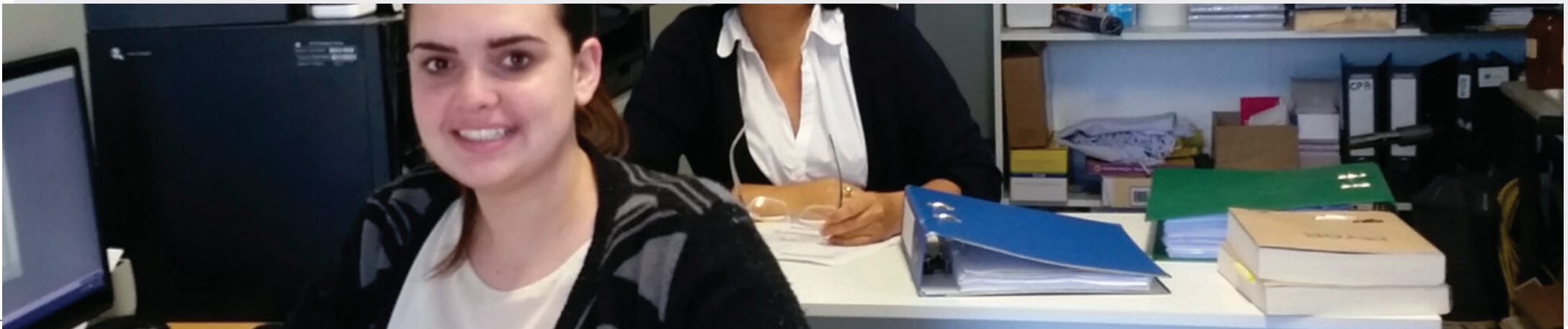
*Shanoa Hughes and Florenda Empeno
FCE Bookkeeping*



Our journey at BUSY At Work started in January 2014 and we are now pleased to present our second RAP (Innovate RAP) as a statement of our continued commitment to reconciliation with Aboriginal and Torres Strait Islander peoples. The RAP Working Group has met on a regular basis to continue to build their knowledge on Aboriginal and Torres Strait Islander cultures and affairs and consider ways BUSY At Work can make a difference. The Working Group has worked hard to strengthen this knowledge internally and continues to build on our commitments. Since our initial RAP in 2014, we have:

- Annually celebrated National Reconciliation Week
- Participated in NAIDOC Week events
- Developed productive and mutually beneficial relationships with Aboriginal and Torres Strait Islander communities, organisations and stakeholders
- Provided cultural awareness training for BUSY At Work staff
- Engaged Aboriginal dancers to perform at our annual Christmas Conferences
- Implemented Welcome To Country at key events
- Developed an Indigenous Employment Strategy; and
- Developed a strategy for promoting jobs, traineeships and apprenticeships to Aboriginal and Torres Strait Islander peoples both within and external to BUSY.

As we reflect on our initial RAP, we take forward the lessons we have learned along the way such as the need for strong accountability for the RAP actions to ensure they are embedded in our everyday work. This reflection has helped shape and develop our Innovate RAP





Relationships

BUSY At Work acknowledges the diversity within Aboriginal and Torres Strait Islander organisations and communities. Our strategy is to develop inclusive and sustainable relationships with Aboriginal and Torres Strait Islander peoples, and foster learning and engagement in relationships built on respect and consultation.



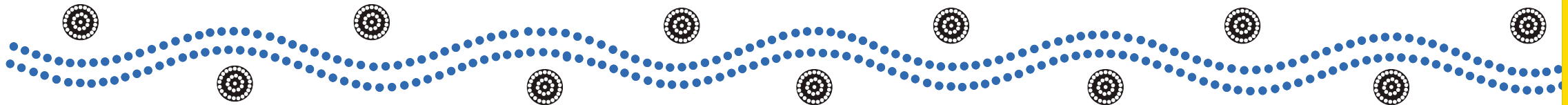
Respect

BUSY At Work believes that respecting the culture, country, history and rights of the First Nations peoples is fundamental to our reconciliation journey. We will endeavour to continue to respectfully learn about Aboriginal and Torres Strait Islander cultures and to participate in their festivals and celebrations.



Opportunity

As an equal opportunity employer BUSY At Work is committed to providing employment opportunities for Aboriginal and Torres Strait Islander peoples both internally and externally through our service delivery programs. At BUSY At Work, we respect and work hard to support our employees and create an inclusive culture within our organisation.



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FRIENDLY

WELCOME IT IN YOUR
LE
COME
HAVIOUR
TIONS

Be the business customers remember with a smile

B

CONNECTED

KNOW YOUR CUSTOMERS, TEAM MATES AND VILLAGE
LOOK AFTER YOUR BUDDY
ASK THE RIGHT QUESTIONS
WALK IN YOUR CUSTOMER'S SHOES
A COMPLAINT IS A GIFT

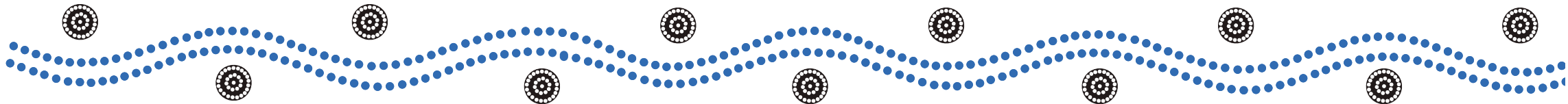
Cathy Couthard school-based trainee with Laura Ahern, Morris Corporation. Cathy participated in the Australian Government's Indigenous Advancement Strategy mentoring program delivered by BUSY At Work.

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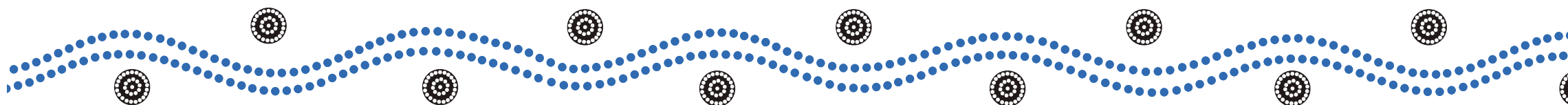
We are committed to building on the long-term relationships with the communities we engage with and develop new relationships along the way. These relationships are instrumental in achieving effective project outcomes in Indigenous communities and ensuring our continued success in increasing levels of Indigenous staff representation within BUSY.

The relationships we develop will also form the foundation for future partnerships and continue to build our organisational cultural competence. BUSY At Work continues to strive to deliver effective services with the aim of achieving social equity and positively changing lives of Aboriginal and Torres Strait Islander peoples.

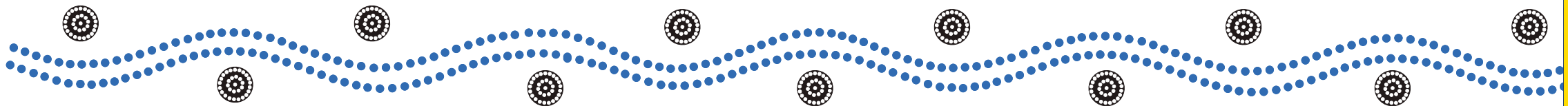
Action	Deliverable	Timeline	Responsibility
1. RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	RWG oversees the development, endorsement and launch of the RAP.	September 2017	Project Coordinator/Mentor
	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG.	September 2017	Project Coordinator/Mentor
	Meet at least four times per year to monitor and report on RAP implementation.	February/May/August/October annually	Project Development Manager
	BUSY At Work will establish Terms of Reference for the RWG.	September 2017	Project Coordinator/Mentor



Action	Deliverable	Timeline	Responsibility
2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	Organise at least one internal event for NRW each year.	27 May - 3 June, annually	Project Coordinator/Mentor
	Register our NRW event via Reconciliation Australia's NRW website.	May annually	Project Coordinator/Mentor HR Coordinator
	Support an external NRW event through volunteering at information stalls and promoting the event amongst BUSY stakeholders.	27 May to 3 June annually	Project Development Manager
	Ensure our Working Group participates in an external event to recognise and celebrate NRW.	27 May to 3 June annually	Project Coordinator/Mentor
	Extend an invitation to Aboriginal and Torres Strait Islander peoples to share their reconciliation experiences or stories.	27 May to June annually	Project Coordinator/Mentor
	Encourage staff to participate in external events to recognise and celebrate NRW.	27 May to June annually	Project Coordinator/Mentor
	Host NRW events across the areas in which we operate.	27 May to June annually	Project Coordinator/Mentor
	Download Reconciliation Australia's NRW resources and circulate to staff.	May annually	Project Coordinator/Mentor



Action	Deliverable	Timeline	Responsibility
3. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.	February 2018	Project Development Manager
	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.	October 2017	Project Development Manager
	Develop genuine partnerships that address Aboriginal and Torres Strait Islander community needs. We will do this by continuing to develop MOU's with Aboriginal and Torres Strait Community Organisations to work together to provide ideas for the development of genuine and respectful service delivery partnerships and building capacity.	March 2018	Project Development Manager
	BUSY At Work staff will visit and engage with Aboriginal and Torres Strait Islander organisations to celebrate events such as NAIDOC and Reconciliation Week.	May 2018	Project Coordinator/Mentor
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	Implement and review a strategy to communicate our RAP to all internal and external stakeholders through social media, internal emails and events and activities held throughout the year such as cultural conversations.	September 2017	Project Development Manager
	Promote reconciliation through ongoing active engagement with all stakeholders.	September 2017	Project Development Manager and Coordinator/mentor
	Make RAP resources available to all staff on the shared drive.	September 2017	Public Relations Coordinator



BUSY At Work has partnered with Hutchinson Builders to deliver Statim-Yaga program.



Hutchies' program
**Statim-Yaga
(start-work)**

Indigenous Employment & Training in
the Construction Industry

Our mission is

**Right Person
Right Training
Right Career**

Left to right: Rod Eske, Coordinator Gold Coast School of Construction, Paul Andrews GM Programs BUSY At Work, Robyn Donnelly Project Coordinator/Mentor BUSY At Work and Mark Kucks Indigenous Program Manager, Hutchinson Builders.

Hutchies' Indigenous
Employment Coordinator

Phone 1300 HUTCHIES
Email hutchies@statim-yaga.com.au

ccess over 600 nationally recognise
ain formal recognition of your skills
rn an income while you learn
ract financial assistance to support
d the job of your dreams

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BUSY At Work believes that respecting the culture, country, history and rights of the First Nations Peoples is fundamental to our reconciliation journey. We celebrate the fact that we have achieved a better understanding of Aboriginal and Torres Strait Islander peoples, their culture and history. We are committed to respecting all individuals regardless of their colour, race, religion or socio-economic background. We will endeavour to continue to respectfully learn about Aboriginal and Torres Strait Islander cultures and to participate in their festivals and celebrations.

Action	Deliverable	Timeline	Responsibility
5. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	Develop and implement a cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided by online, face to face and workshops.	December 2017	HR Coordinator
	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.	September 2017	Project Coordinator/Mentor
	Provide opportunities for RWG members, RAP champion, HR managers and other key leadership staff to participate in cultural training.	December 2017	HR Coordinator
	Identify cultural learning requirements specific to our staff's training needs.	December 2017	HR Coordinator
	Promote the Reconciliation Australia's Share Our Pride online tool to all staff.	September 2017	HR Coordinator & Coordinator/Mentor
	Investigate local cultural experiences and immersion opportunities.	June 2018	HR Coordinator
	Celebrate and recognise Aboriginal and Torres Strait Islander dates of significance through the use of BUSY At Work shared calendar and social media accounts.	September 2017	Public Relations Coordinator

Action	Deliverable	Timeline	Responsibility
6. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country, Flag raising and positioning and smoking ceremonies.	October 2017	Project Coordinator/Mentor
	Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.	September 2017	Project Coordinator/Mentor
	Invite a Traditional Owner to provide a Welcome to Country to at least one significant event.	September 2017	Project Coordinator/Mentor
	Include Acknowledgement of Country at the commencement of important internal and external meetings.	December 2017	Project Development Manager
	Invite Traditional Owners into our head office at Southport to explain the significance of Welcome to Country and Acknowledgement of Country.	October 2017	Project Development Manager
	Organise and display an Acknowledgment of Country plaque in our office/s or on our office building.	December 2017	Project Development Manager
7. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week	Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week.	September 2017	HR Coordinator
	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week.	1st week July annually	HR Coordinator
	Provide opportunities for all staff to participate in NAIDOC Week activities by promoting all local events internally through social media.	1st week July annually	Public Relations Coordinator



Ethan Atkinson and Zaine Davis were the first Indigenous school-based trainees to be signed up at Dreamworld's Corroboree. Ethan and Zaine participated in the Indigenous mentoring program delivered by BUSY At Work through the Australian Government's Indigenous Advancement Strategy program.

As an equal opportunity employer BUSY At Work is committed to providing employment opportunities for Aboriginal and Torres Strait peoples both internally and externally through our service delivery programs. At BUSY At Work, we work hard to respect and support our employees and create an inclusive culture within our organisation. We will continue to work to ensure our service delivery is culturally sensitive and effective, and will implement strategies to increase our employment of Aboriginal and Torres Strait Islander staff. We will also support our employer network to increase their Indigenous workforce through provision of relevant assistance programs which incorporate cultural awareness training for supervisors of Indigenous employees.

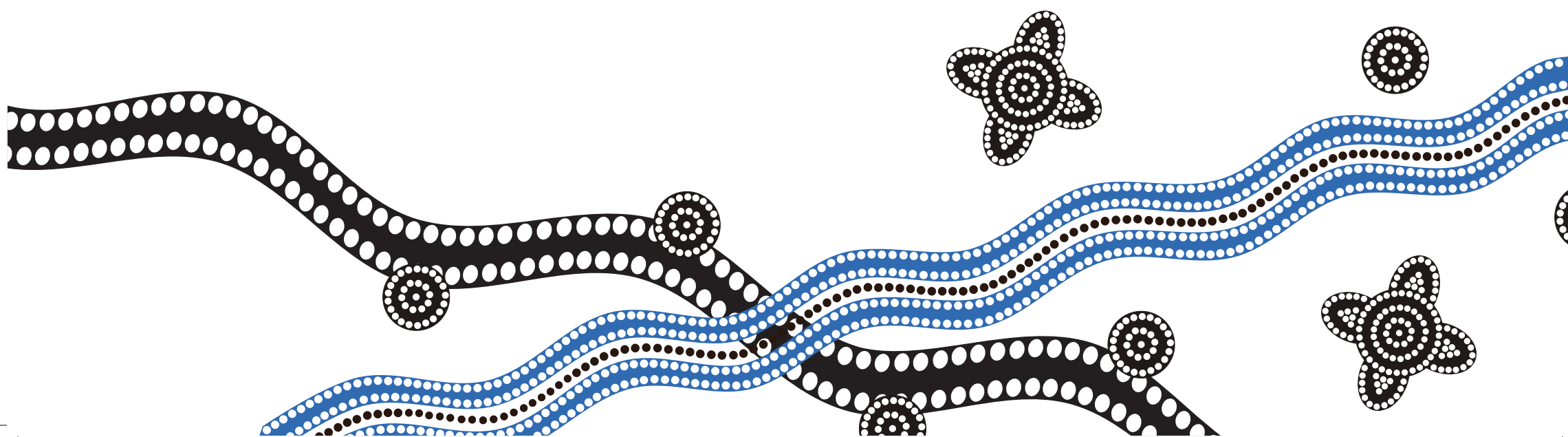
We will continue to engage Aboriginal and Torres Strait Islanders suppliers and/or business through our service provider procurement processes.

Action	Deliverable	Timeline	Responsibility
8. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	Required: Continue to implement an Aboriginal and Torres Strait Islander Employment and Retention Strategy. Review our current Indigenous Employment Strategy.	October 2017	HR Coordinator
	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.	October 2017	HR Coordinator
	Advertise all vacancies in Aboriginal and Torres Strait Islander media.	September 2017	HR Coordinator
	Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.	October 2017	HR Coordinator
	Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	October 2017	HR Coordinator
	Include in all job advertisements, 'Aboriginal and Torres Strait Islander people are encouraged to apply.'	September 2017	HR Coordinator

Action	Deliverable	Timeline	Responsibility
	Engage with external Aboriginal and Torres Strait Islander peoples to advise on recruitment, employment and retention strategies, including professional development.	December 2017	HR Coordinator
	Develop an Aboriginal and Torres Strait Islander professional mentoring network.	October 2017	Project Coordinator/Mentor
	Develop a cultural mentoring network for existing staff and managers.	September 2017	HR Coordinator
	Develop and implement Aboriginal and Torres Strait Islander employment pathways (e.g. traineeships or internships).	September 2017	Project Coordinator
9. Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation	Review and update procurement policies and procedures to identify barriers to Aboriginal and Torres Strait Islander businesses to supply our organisation with goods and services.	September 2017	Business Support
	Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.	September 2017	Business Support
	Develop one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business.	October 2017	Project Development Manager
	Maximise use of Supply Nation membership.	November 2017	Business Support
	Investigate opportunities to partner with our local Indigenous Chamber of Commerce.	November 2017	Coordinator/Mentor



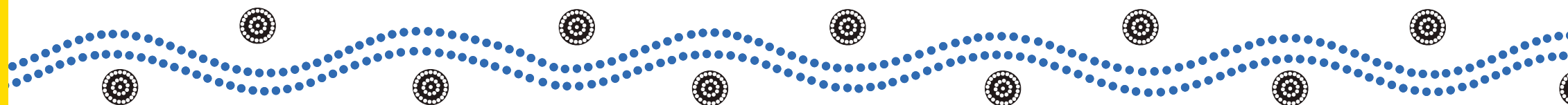
Action	Deliverable	Timeline	Responsibility
10. Work with local Aboriginal and Torres Strait Islander organisations and Communities to provide culturally appropriate training and support for Indigenous people.	Investigate opportunities to increase BUSY's pro bono activities with an Indigenous focus	September 2017	Project Development Manager
	Support scholarships for Aboriginal and Torres Strait Islander students.	May 2018	Project Development Manager
	Develop and promote at least 4 programs to support Aboriginal and Torres Strait Islander people to gain access to and maintain apprenticeships	December 2017	Project Development Manager
	Support Aboriginal and Torres Strait Islander leadership by recognising and supporting emerging leaders within BUSY's Indigenous programs.	February 2018	HR





Trent Payne participant in Bright Sparks Program

Action	Deliverable	Timeline	Responsibility
11. Report RAP achievements, challenges and learnings	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	Project Development Manager
	Investigate participating in the RAP Barometer.	May 2018	Project Development Manager
	Develop and implement systems and capability needs to track, measure and report on RAP activities.	October 2017	Project Development Manager
	Track, report and measure RAP achievements, challenges and learnings	July annually	Project Development Manager
	Collect data and measure BUSY At Work's RAP success and progress through feedback from Aboriginal and Torres Strait Islander organisations and internal surveys.	September annually	Project Development Manager
	Publically report our RAP achievements, challenges and learnings with staff through our internal social media and via our annual RAP progress report.	July annually	Project Development Manager
12. Review, refresh and update RAP	Review, refresh and update RAP based on learnings, challenges and achievements.	September 2018	Project Development Manager
	Send draft RAP to Reconciliation Australia for formal feedback and endorsement.	November 2018	Coordinator/Mentor





Contact details

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