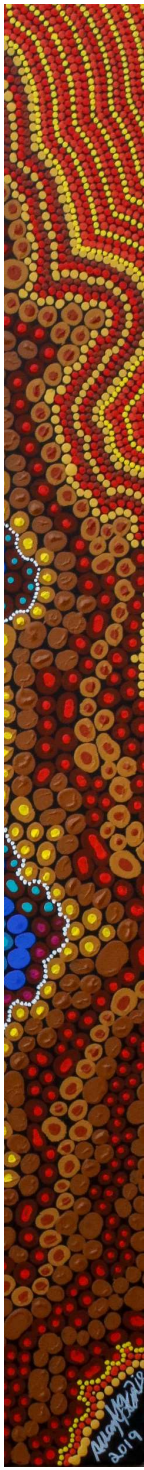
Access Group Solutions
Reflect
Reconciliation Action Plan
March 2019 – March 2020
ACCESS
GROUP SOLUTIONS
strength in service
RECONCILIATION
ACTION PLAN
REFLECT

WE RECOGNISE ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AS THE TRADITIONAL CUSTODIANS OF THIS LAND; AND WE PAY OUR RESPECTS TO ELDERS PAST, PRESENT AND FUTURE



Artwork Statement

Core of Country

River running through camp and trading lines not far from circle of a meeting place. Parts of Country barren from outside influence of contemporary times where things are commodities not sacred and sustained for self and family to remain strong.

Rejuvenation shown with wildflowers symbolising the birth of people coming together to learn the importance we all have in the future to Country, to ourselves, to each other.

Tracks made by us as people by others who walk our journey from different places represented by the same shape marking but difference in colours showing we are all one when unified.

Traditional methods mixed with contemporary colours symbolises Custodian responsibility and lore being brought into today.. the values do not change but it's audience and surroundings do.

Our river systems are vital, our cultural lore and responsibility essential to the sustainability of the next generation and the future prosperity of our communities. Water - fluid, changing, peaceful, powerful like the spirit within.

About the Artist

Allan McKenzie

Allan McKenzie is a proud Gamillaroi/Wiradjuri man. His strong cultural knowledge, respect and experience is respected throughout Australia.

Allan, possesses through life skills acquired in many Nations from Custodians and Elders a high level of cultural knowledge based on traditional methods and applies them in today's society to ensure that Aboriginal culture continues to be alive and practiced.

Our Business

Access Group Solutions

Established in 1991, Access Group Solutions offers a comprehensive range of integrated and specialist services such as Facilities Management, Security, Cleaning, Asset Maintenance and other specialist soft and hard services.

The fundamental philosophy of Access Group Solutions is strength in service. Every aspect of our service is tailored to meet our client's individual needs.

Access Group Solutions has a dedicated and highly customer focused team of professionals who provide strategic support to Retail, Commercial and Industrial portfolios.

We utilise our management expertise and specialised integrated service models to provide an unparalleled standard of service that is paramount to the growth and efficiency of our client's business.

Access Group Solutions is guided by integrity, innovation, and a desire for a sustainable business.

Our Vision & Values

Our vision is to deliver service excellence that balances social, environmental and economic priorities.

We strive to incorporate these visions and values into daily operations to benefit not only our client, but the community.

INTEGRITY

Always act above reproach

LOYALTY

Support each other, our clients, and our company

COMMITMENT

Be dedicated to going beyond expectations

TEAMWORK

Know that we will only succeed as a team

RESPECT

Value the difference in others

Our Vision & Values

Access Group Solutions currently employ 750 employees locally within the community of the site in which we operate, with high regard for referrals, family and long-term staff. We pride ourselves on the fact that a large majority of our employees will stay within the organisation for at a minimum of 10 years.

We currently have 13 Aboriginal and Torres Strait Islander employees and wish to expand and welcome more within our organisation.

Our organisations geographic reach spans from Queensland through to Victoria.

We currently have one office in Queensland Level 19, 10 Eagle Street Brisbane, one office in Victoria Suite 1405, St Kilda Towers, 1 Queens Road Melbourne and our main support office for operations across the whole organisation which is situated in 129 Victoria Road, Gladesville Sydney NSW.

Across these regions we have serval facilities sites which we proudly operate under the banner of our clients.

Our RAP

Access Group Solutions ("AGS") has developed this Reconciliation Action Plan to show our commitment in reconciliation through our company culture, our work place environments and our business activities.

AGS believes in a SAFEPLACE for all to work, communicate and bond within our organisation and to show respect and appreciation for Aboriginal and Torres Strait Islander peoples.

AGS wish to expand employment opportunities and traineeships to Aboriginal and Torres Strait Islander peoples, learn and understand the history of the Traditional Owners of the land and educate our employees to better their understanding whilst providing a respectful and safe work place for Aboriginal and Torres Strait Islander peoples.

Our RAP Work Group

Our RAP Work Group was developed in 2018, comprised of key internal senior members including Managing Director Mr Fred Khoury, General Manager Mr Jason Raj, People and Culture Manager Miss Aimee Khoury and Special Projects & Media Manager Josh Khoury

The Champion of our Reconciliation Action Plan is Rebecca Curran Project Manager AGS

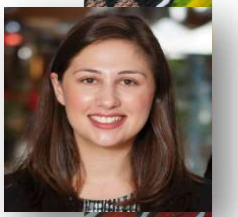
"I promise to be committed to educate, encourage and connect with all within our organisation to support and guide them on our way through our reconciliation journey together."

Our future vision is to have a Reconciliation champion in each state to help educate, drive, execute and honour our reconciliation journey within our organisation and the wider community.

Rebecca Curran
Project Manager
Access Group Solutions
RWG Champion

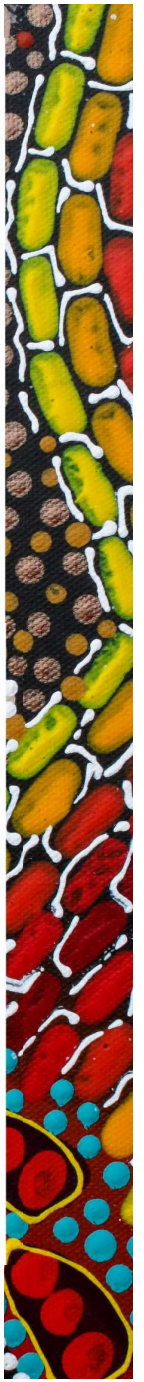
Jason Raj
General Manager

Frederick Khoury
Managing Director



Aimee Khoury
People & Culture Manager

Joshua Khoury
Media and Communications



Our Partnerships/Current Activities

Community partnerships and External Activities

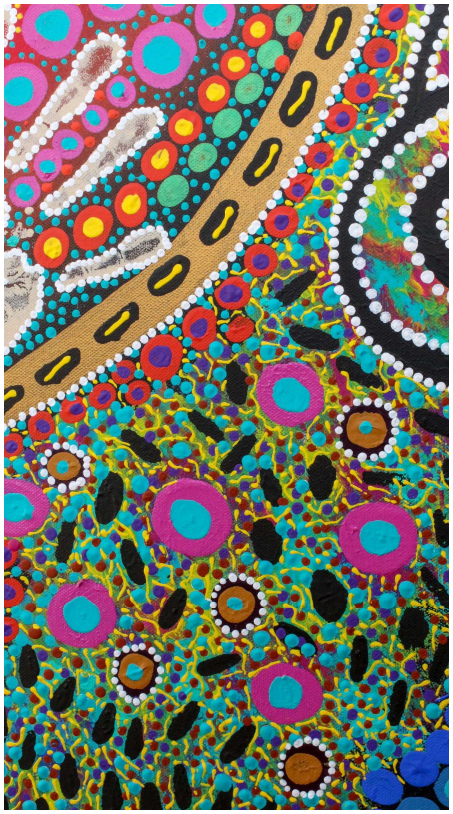
In 2017 Access Group Solutions management attended one of our North Coast client community engagement programs in the local area, AGS provided a generous donation to assist with supply of tools and equipment and participated in the "making good" in conjunction with Kirinari Newcastle Hostel which provides accommodation for Aboriginal secondary school students. Access Group was a part of a team which assisted to create a better outdoor area, such as a plantation, a Basket Ball Court and re-painting of surfaces.

In 2017 Access Group Solutions partnered with M180 employment to further our commitment to reconciliation in placing Aboriginal and Torres Strait Islander peoples into the workplace and in 2018 Access Group Solutions has continued working with Kirinari Hostel assisting with employment within the local Centre of the Newcastle region providing experience and casual employment opportunities.

Access Group Solutions currently and will continue to offer our support and assistance to our clients in celebrating/supporting their reconciliation journey.

Internal Activities

In 2017 Access Group Solutions attended the flag raising and smoking ceremony at our central coast client property.



OUR ACTIONS AND DELIVERABLES

Relationships

Relationships

Action	Deliverable	Timeline	Responsibility
1. RAP Work Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	• RWG oversees the development, endorsement and launch of the RAP • Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG • Meet at least twice per year to monitor and report on RAP implementation	• March 2019 • March 2019 • June 2019 & November 2019	• RWG Champion • Project Manager • RWG Chair
2. Build internal and external relationships	• Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey. • Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey. • Build partnerships with Aboriginal and Torres Strait Islander peoples and organisations.	• March 2019 • April 2019 • April 2019	• Project Manager • Project Manager • Project Manager

Relationships

Action	Deliverable	Timeline	Responsibility
3. Participate in and celebrate National Reconciliation Week (NRW)	• Encourage our staff to attend an NRW event such as smoking ceremony within the local area of operations. • Create an event calendar for NRW and share with the entire organisation for events happening in their local areas. Calendars will be released 2 months prior to NRW. • Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff via the online learning tool. • Ensure our Work Group participates in an external event to recognise and celebrate NRW. • Work with our state Managers to organise and connect with our clients, contribute and interact with their external NRW events held each year to recognise and support not only their reconciliation journey but also Access Group Solutions	• May 2019 • May 2019 • May 2019 • May 2019 • April 2019	• Project Manager • Project Manager • Project Manager • Project Manager • People and Culture Manager
4. Raise internal and external awareness of our RAP	• Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments. • Communicate our RAP to our entire organisation through our internal newsletter and create a section within the newsletter to inform and educate all on our journey and progress. • Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. • Include an update on our reconciliation journey on our website and social media platforms to enable the provision to external stakeholders • Promote our reconciliation journey to long-term suppliers and clients	• March 2019 • June 2019 • April 2019 • June 2019 • July 2019	• Special Projects and Media Manager • Special Projects and Media Manager • Project Manager • General Manager • Project Manager

Respect

Respect

Action	Deliverable	Timeline	Responsibility
5. Investigate Aboriginal and Torres Strait Islander cultural learning and development	• Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation. • Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements. • Conduct a review of cultural awareness training needs within our organisation. • Develop and share training guides on how to use Reconciliation Australia's Share Our Pride online tool to all staff and ensure this is accessible on our site's computers in lunch rooms for complete access.	• July 2019 • August 2019 • September 2019 • August 2019	• Project Manager • Project Manager • Project Manager • Special Projects and Media Manager
6. Participate in and celebrate NAIDOC Week	• Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities. • Introduce our staff to NAIDOC Week by promoting community events in our local area. • Ensure our Working Group participates in an external NAIDOC Week event. • Invite State Managers in Victoria, Queensland and NSW to attend the flag raising and smoking ceremonies to commence their first celebration of NAIDOC Week.	• July 2019 • July 2019 • July 2019 • July 2019	• Project Manager • Project Manager • Project Manager • Special Projects and Media Manager

Respect

Action	Deliverable	Timeline	Responsibility
7 . Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	• Explore who the Traditional Owners are of the lands and waters in our local area. • Scope and develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of influence. • Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols).	• December 2019 • December 2019 • December 2019	• Project Manager • Project Manager • Project Manager
8 . Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance.	• Design a calendar for key training materials to be delivered throughout the organisation on dates of significance, to encourage celebration, acknowledgment and reflection of these events	• May 2019	• Project Manager

Opportunities

Opportunities

Action	Deliverable	Timeline	Responsibility
9 . Investigate Aboriginal and Torres Strait Islander employment	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation and review this on an annual basis. • Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities • Engage with M180 and Kirinari on Aboriginal and Torres Strait Islander employment opportunities within AGS • Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network • Build a relationship with employment agencies throughout states or works, to provide opportunities to Aboriginal and Torres Strait Islander Peoples • Encourage Aboriginal and Torres Strait Islander employment opportunities through M180, Kirinari and through our internal advertisement through Seek.com.au. • Develop a buddy mentoring program between Aboriginal and Torres Strait Islander staff to improve their skill within the departments of our company, to provide a wider range of skills and support.	• February 2020 • February 2020 • March 2019 • June 2019 • May 2019 • March 2019 – ongoing monthly • October 2019	• People and Culture Manager • People and Culture Manager • People and Culture Manager • People and Culture Manager • People and Culture Manager • People and Culture Manager • People and Culture Manager
10 . Investigate Aboriginal and Torres Strait Islander supplier diversity	• Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. • Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	• January 2020 • January 2020	• General Manager • General Manager

Opportunities

Action	Deliverable	Timeline	Responsibility
11 . Provide information sessions to the Aboriginal and Torres Strait Islander community	• Investigate and design free information sessions for Aboriginal and Torres Strait Islander people conducted by AGS internal trainer teaching skills on how to develop and write resumes focused on the facilities management industry, provide insight on skills desired for gaining employment within the industry.	• August 2019	• People and Culture Manager

Governance & Tracking Progress

Governance & Tracking Progress

Action	Deliverable	Timeline	Responsibility
12 . Build support for the RAP	• Define resource needs for RAP development and implementation. • Define systems and capability needs to track, measure and report on RAP activities. • Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia. • All key stake holders will meet on a quarterly basis to ensure that all action items and all aspects of the plan are in place and review of the plan or required changes are discussed and recorded.	• March 2019 • May 2019 • September 2019 • June 2019	• General Manager • Project Manager • Project Manager • Project Manager
13 . Review and Refresh RAP	• Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements. • Submit draft RAP to Reconciliation Australia for review • Submit draft RAP to Reconciliation Australia for formal endorsement	• October 2019 • November 2019 • February 2020	• Project Manager • Project Manager • Project Manager

Contact Details:

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