



Unitywater Reconciliation Action Plan 2018-2019



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Unitywater

Serving you today,
investing in tomorrow.

Our Vision for Reconciliation

Unitywater's vision for reconciliation is for all Aboriginal and Torres Strait Islander Australians to be acknowledged, respected and celebrated for their contributions to the environment, water and the community.

We are committed to leading positive change in our region, making a meaningful difference for a diverse and inclusive future.



Message from our CEO

It gives me great pleasure to formalise our vision for reconciliation by launching our first Reconciliation Action Plan (RAP) at Unitywater. It is our responsibility to provide opportunities for Aboriginal and Torres Strait Islander peoples and celebrate their culture in the areas where we operate. It marks an important milestone for us, enhancing our workforce diversity and increased engagement with Aboriginal and Torres Strait Islander peoples in our community.

We will continue to work with Traditional Owners on our projects and proudly introduce an Acknowledgement to Country at the commencement of key events. We are introducing a Traineeship Program for Aboriginal and Torres Strait Islander youth and commit to providing supplier opportunities for Aboriginal and Torres Strait Islander owned businesses. Other initiatives we are implementing include a community artwork project on one of our pump stations to celebrate Aboriginal and Torres Strait Islander culture, and supporting the community on Mornington Island with technical guidance to help resolve issues with their water and sewerage infrastructure. We believe this knowledge sharing is hugely beneficial for our business development and will positively contribute to a healthier island community.

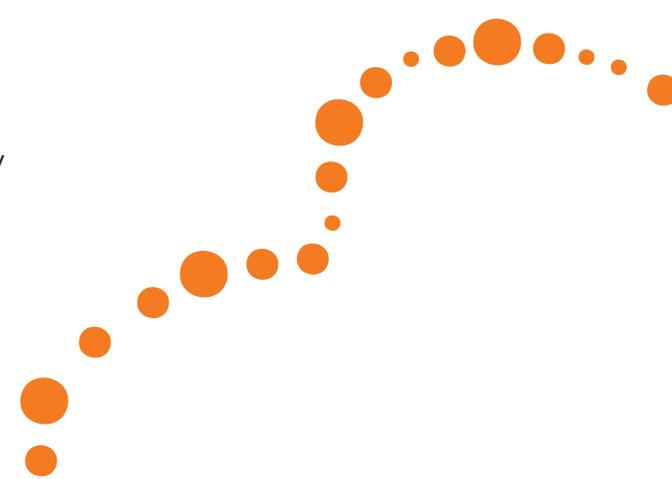
I am proud to officially present our RAP and am confident it will help us build a stronger community for the future.

George Theo
Chief Executive Officer

Our Commitment

Unitywater is committed to reconciliation and to building stronger relationships with Aboriginal and Torres Strait Islander peoples. We have a social and economic responsibility to the community in which we operate and through this commitment we aim to:

- build respect and trusting relationships by communicating openly with local Aboriginal and Torres Strait Islander peoples including Traditional Owners, individuals, community groups and businesses
- increase diversity in our organisation by providing employment opportunities and promoting work experience through our career pathway programs for Aboriginal and Torres Strait Islander peoples
- raise awareness and celebrate Aboriginal and Torres Strait Islander culture and provide a supportive and sensitive work environment
- make a positive contribution to the health and wellbeing of a remote Aboriginal and Torres Strait Islander community on Mornington Island through the provision of technical support and mentoring for improved water and sewerage services
- explore opportunities through our procurement team for increasing the accessibility of our service contracts to Aboriginal and Torres Strait Islander businesses.



As at April 2018, Unitywater employs 640 people, working across four main office locations and 17 sewerage treatment plants throughout the region. Of these employees, approximately 2% have identified as Aboriginal and Torres Strait Islander. We are working towards a more effective capture of this information so that we have a more comprehensive understanding of identification of our people.

Our Business

Keeping our communities healthy is our purpose. We do this by providing high-quality, safe and reliable water and sewerage services to Moreton Bay, Sunshine Coast and Noosa local government regions.

Our service area stretches from Cooroy in the north to Samford in the south and from Bribie Island in the east to Kenilworth in the west. This region is home to the Kabi Kabi Undambi peoples, Kabi Kabi First Nation peoples, Jinibara peoples and Turrbal peoples. Unitywater's vision is to be a sustainable water and sewage service provider that creates value for its customers and returns value to its stakeholders.

Our values are core to every decision we make:

Reliability: We mean and do what we say: consistently, professionally and in a timely manner

Safety: We think, walk and talk safety every day, and have the systems and processes in place to protect us, our customers, the community and the environment

Honesty and Integrity: The work we do is always and only in the best interests of our customers, stakeholders, community and the environment

Efficiency: We don't waste time, money or effort because we have the right people in the right place getting it right the first time

One Team: No one succeeds at the expense or exclusion of others and we are proud of our collective success

Innovation: We seek new ways of doing things better.

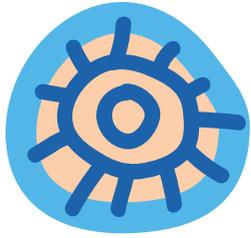
Our Reconciliation Action Plan

In early 2017 our CEO endorsed the development of Unitywater's first Reconciliation Action Plan to increase the focus of our Diversity and Inclusion Program to Aboriginal and Torres Strait Islander peoples.

From here the Reconciliation Action Plan Working Group was formed by a group of passionate volunteers from across the organisation committed to creating, actioning and championing Unitywater's first Reconciliation Action Plan.

The group is sponsored and championed internally by our Executive Manager Customer Delivery, with support from our CEO and Board. Through the development of the Reconciliation Action Plan, we have engaged the Traditional Owners, other organisations and internal stakeholders for their thoughts and feedback. Unitywater aims to develop and influence organisational cultural awareness and to make some meaningful impacts to the lives of Aboriginal and Torres Strait Islander peoples in our community.





Relationships

Unitywater is committed to building trusting and respectful relationships with Aboriginal and Torres Strait Islander people in our service region.

We believe that development of open and honest relationships will enable us to make positive and meaningful contributions to the community we serve and help us shape our business for the future.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
The RAP Working Group will continue to develop and implement actions and track progress towards our goals	Review and update RAP Working Group to ensure it is operational to support the implementation of our RAP, comprising Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation	April 2018	Manager Organisational Development
	Oversee the development and endorsement of the RAP	April 2018	Manager Organisational Development
	Once endorsed, prepare a detailed action plan to support our RAP goals, and meet bimonthly to track and report on progress and implementation	Bimonthly from endorsement	Executive Manager Customer Delivery
Build internal and external relationships	Develop a register of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey	April 2018	People Experience Lead
	Develop and maintain a record of Aboriginal and Torres Strait Islander peoples and organisations within our local region	April 2018	Safety and Environment Operations Manger

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
	Connect and establish relationships with local Aboriginal and Torres Strait Islander peoples, including their Elders and other community members as well as local businesses and other organisations to partner with throughout RAP development and implementation	May 2018	Executive Manager Customer Delivery
	Provide community sponsorship opportunities for community groups	July 2018	Manager External Communications and Marketing
Participate in and celebrate National Reconciliation Week (NRW)	Raise employee awareness of NRW by providing education materials and Reconciliation Australia's new resources. Promote external NRW events through internal communication channels, and encourage our people to attend an event	May 2018	People Experience Lead
	Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW	May 2018	People Experience Lead
Raise internal awareness of our RAP	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP	April 2018	People Experience Lead
	Develop and implement a plan to raise awareness of the RAP and our inclusion goals with employees and our community	April 2018	Manager External Communications and Marketing
	Develop an intranet page which incorporates education tools, local Aboriginal and Torres Strait Islander stories and celebration of our RAP initiatives	June 2018	People Experience Lead
	Celebrate the launch of our RAP with internal and external stakeholders	May 2018	Manager External Communications and Marketing





Respect

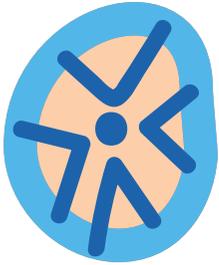
Unitywater embraces diversity and seeks to understand and respect the Aboriginal and Torres Strait Islander peoples and cultures.

Through the implementation of our Reconciliation Action Plan, we aim to share information, generate awareness and celebrate Aboriginal and Torres Strait Islander events.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander cultural learning and development opportunities	Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation	July 2018	People Experience Lead
	Conduct a review of cultural awareness training needs within our organisation and develop a targeted plan for implementing cultural awareness training for employees	June 2018	Learning & Development Lead
	Plan a survey to capture employee's knowledge of Aboriginal and Torres Strait Islander cultures, history and achievements	May 2018	People Experience Lead
	Engage with Traditional Owner groups to tell the stories for meeting rooms which are titled after local bodies of water in our region, and share these stories on plaques	July 2018	People Experience Lead
	Share local cultural experiences and events with employees	May 2018	People Experience Lead
	Educate new employees about the local Traditional Owners of our region through the Corporate Induction	August 2018	Learning & Development Lead



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Participate in and celebrate NAIDOC Week	Celebrate NAIDOC Week 2018: 'Because of her, we can!'	July 2018	People Experience Lead
	Raise awareness and share information among staff on the meaning of NAIDOC Week that includes information about the local Aboriginal and Torres Strait Islander peoples and communities, and promote local events	July 2018	People Experience Lead
	Ensure our RAP Working Group participates in an external NAIDOC Week event	July 2018	People Experience Lead
Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Develop understanding of the Traditional Owners of the lands and waters in our service region and develop a list of the local Traditional Owners within our organisations sphere of influence	May 2018	Safety and Environment Operations Manager
	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)	June 2018	People Experience Lead
Publicly recognise and celebrate Aboriginal and Torres Strait Islander culture and history	Engage and appoint a local artist for a community artwork project. The artwork will be a celebration of Aboriginal and Torres Strait Islander culture to be painted on one of Unitywater's pump station assets and the site will be used for Unitywater's RAP launch event	May 2018	Manager External Communications and Marketing



Opportunities

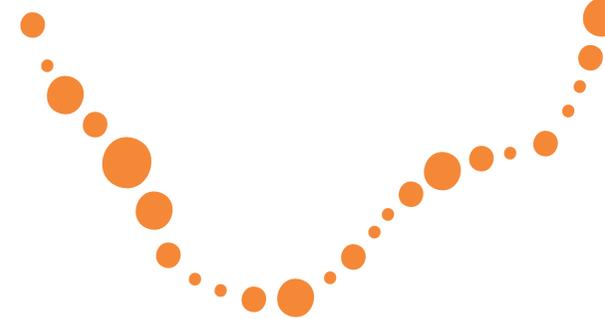
Unitywater is committed to developing opportunities for employment and supplier diversity for Aboriginal and Torres Strait Islander peoples and businesses.

We are proud to share our expertise in water and sewerage services to contribute to improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander employment opportunities	Develop a plan to provide employment and work experience opportunities to Aboriginal and Torres Strait Islander peoples within our organisation	May 2018	Manager Organisational Development
	Engage with Traditional Owner groups to understand employment challenges within our region	May 2018	Manager Organisational Development
	Establish partnerships with Aboriginal and Torres Strait Islander employment organisations, schools and government departments to initiate employment and work experience opportunities	July 2018	People Experience Lead
	Identify mentors from across the organisation and provide them with the tools to support Aboriginal and Torres Strait Islander employees	June 2018	Manager Organisational Development
	Identify current Aboriginal and Torres Strait Islander employees to inform future employment and development opportunities	June 2018	Manager Organisational Development



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Investigate Aboriginal and Torres Strait Islander supplier diversity	Engage with Traditional Owner groups to understand the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses	May 2018	Manager Procurement
	Develop an understanding of what options are available within Unitywater's current procurement framework and develop a business case to provide supplier opportunities to Aboriginal and Torres Strait Islander owned businesses	June 2018	Manager Procurement
	Educate Traditional Owner groups about the procurement process to enable supplier opportunities	August 2018	Manager Procurement
	Encourage external suppliers to consider Aboriginal and Torres Strait Islander employment through construction contracts	August 2018	Manager Procurement
Explore opportunities to support Aboriginal and Torres Strait Islander communities with regard to issues related to our core business	Provide technical advice and expertise to support a remote community to resolve sewage treatment plant and network technical challenges. Unitywater will play the role of 'trusted advisor' to the Mornington Island community	September 2018	Executive Manager Customer Delivery



Tracking and Progress

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build support for the RAP	Define resource needs for RAP development and implementation	May 2018	Manager Organisational Development
	Define systems and capability needs to track, measure and report on RAP activities	May 2018	Manager Organisational Development
Report on progress of the RAP	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia	Sept 2018	Manager Organisational Development
Review and refresh RAP	Liaise with Reconciliation Australia to develop a new reviewed and refreshed RAP based on learnings, challenges and achievements	April 2019	Manager Organisational Development
	Prior to the expiry of this RAP, review and refresh the RAP and submit to Reconciliation Australia for review and endorsement	April 2019	Manager Organisational Development

Contact details for public enquiries about our RAP:

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Cultural Spring reflects and evolves the idea of a waterhole and meeting place symbol, capturing the essence that the land around a waterhole has always been a gathering place to share and exchange knowledge.

Through depth of colour, Cultural Spring delves into the strong connection between water and the land.



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