

arrow^{fm}

facilities management



Reconciliation
ACTION PLAN

REFLECT RAP



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our vision for reconciliation

ArrowFM's vision for reconciliation is endorsed by the company owners and valued by every employee. This plan aims to build strong relationships within the Aboriginal and Torres Strait Islander communities, encourage respect within the wider Australian community, and improve opportunities for Aboriginal and Torres Strait Islander peoples to find meaningful work. As a company that is majority owned by an Aboriginal Australian we believe creating a support network of all Australians to ensure we reach our full potential as a nation.

Our vision is to create a strong, supportive, culturally aware community involving all Australians that increases opportunities for Aboriginal and Torres Strait Islander peoples.

our business

ArrowFM is a Supply Nation certified provider of facilities management services that specialises in Australian Government Clients. We are a start-up company that provides subcontractor management, including electrical services such as Computer Room Environmental Management Systems (CREMS), Uninterrupted Power Supplies (UPS) and building maintenance.

ArrowFM provides professional facilities management services in a simplified, timely manner.

ArrowFM has 2 employees, the Managing Director Djali Bloomfield is a proud Wiradjuri man and the General Manager Corinne Wallis is a proud advocate and humanitarian. We partner with Affinity Electrical Technologies who provide our back-of-house support.

They have around 50 employees. ArrowFM headquarters are located in Canberra, however we work nationally across Australia through our vetted, quality subcontractors.

our RAP

Developed by following best practice standards and consultation with Reconciliation Australia, the ArrowFM executive team developed our first Reconciliation Action Plan (RAP) for Financial Year 2015-2016. As Continuous Improvement is a core value at ArrowFM, we will endeavour to build on this action plan by utilising our Aboriginal ownership, engaging the local Aboriginal and Torres Strait Islander communities, and concentrating on sustainable actions that benefit both ArrowFM and Aboriginal and Torres Strait Islander peoples.

Our RAP is championed through our management team, Managing Director Djali Bloomfield and General Manager Corinne Wallis, who were both part of the development of our RAP. They used assistance from Reconciliation Australia and Djali's family to build and tailor ArrowFM's RAP.

Our RAP working group currently consists of Djali Bloomfield, Auriel Bloomfield, Brendan Read and Corinne Wallis.



relationships

Engage the local Aboriginal and Torres Strait Islander communities to build strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians to ensure the ongoing development of sustainable Reconciliation.

action	deliverable	timeline	responsibility
1. Establish a RAP Working Group	Establish the RAP working group comprising of Aboriginal and Torres Strait Islander community members and decision-making staff from across our organisation	January 2016	General Manager
	RWG oversees the development, endorsement and launch of the RAP	April 2016	RWG
	Maintain the working group by meeting every 6 months and expanding where necessary	April 2016 October 2016	General Manager
	Celebrate and communicate our RAP widely, creating external awareness.	January 2016	General Manager
2. Build internal and external relationships	Develop a list of Aboriginal and Torres Strait Islander communities, organisations and stakeholders within our local area or sphere of influence that we could approach to assist us in our understanding of the potential activities in our future RAPs is developed.	January 2016	General Manager
	Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey.	January 2016	General Manager
3. Engage with Aboriginal and Torres Strait Islander communities	Executive team meets with a senior member of the local Aboriginal and Torres Strait Islander communities at least once a year, and incorporates their feedback into our RAP	April 2016	RAP working group
	Establish a presence in the Aboriginal and Torres Strait Islander communities by attending 4 cultural events per year. (dates are indicative – RWG to suggest events)	November 2016 January 2016 April 2016 July 2016	General Manager & Managing Director
4. Utilise Supply Nation connections to network with other members and Certified Suppliers	Make contact with one Supply Nation Member or Supplier per month (12 per year)	September 2016	General Manager & Managing Director
5. Provide opportunities for employees to celebrate National Reconciliation Week (NRW)	Provide opportunities for all employees to participate in local National Reconciliation Week (NRW) events. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and subcontractors. Ensure our Working Group participates in an external event to recognise and celebrate NRW.	27 May - 3 June 2016	General Manager & Managing Director

respect

Instil a culture of respect towards the Traditional Owners of Australia within our company, clients and our subcontractors.

action	deliverable	timeline	responsibility
6. Engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies.	Explore who the Traditional Owners are of the lands and waters in our local area.	January 2016	General Manager
	Acknowledgment of Country is on our website	January 2016	General Manager
	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence.	January 2016	Managing Director
	Develop, implement and communicate a protocol document.	January 2016	General Manager
	Acknowledgement of Country before each meeting	September 2016	General Manager
	Identify at least one significant event for which a Welcome to Country from a Traditional Owner will be included.	September 2016	RWG
7. Engage employees in cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved.	Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement by using a survey.	August 2016	RWG
	Conduct a review and investigate cultural awareness training for all employees, and partner organisations staff.	August 2016	RWG
	Give a presentation on our RAP commitment to all relevant areas of our business and our partners business to ensure they have an understanding of our commitment to reconciliation and closing the gap.	August 2016	RWG
	Develop and encourage the use of an approved email signature block to acknowledge the Traditional Custodians of the land	August 2016	RWG
8. Provide opportunities for All Staff to engage with Aboriginal and Torres Strait Islander cultures and communities through NAIDOC Week events.	Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about our Traditional Owners and the local Aboriginal and Torres Strait Islander peoples and communities.	July 2016	Managing Director
	Review HR policies and procedures to create opportunities (by ensuring there are no barriers) to staff participating in NAIDOC.	July 2016	Managing Director
	Provide opportunities for all staff to participate in local NAIDOC Week events and other culturally important events (Sorry Day, Knockouts, Mabo Day, Imparja Cup)	July 2016	Managing Director
	Invite partner organisations, clients and subcontractors to participate in NAIDOC events	July 2016	Managing Director

opportunities

Provide meaningful employment opportunities for Aboriginal and Torres Strait Islander peoples to achieve equality in Australia

action	deliverable	timeline	responsibility
9. Investigate Aboriginal and Torres Strait Islander employment	Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.	October 2016	General Manager
	Encourage Aboriginal and Torres Strait Islander peoples to apply via networks and advertising.	September 2016	General Manager
	Advertise all vacancies (as the need arises) in Aboriginal and Torres Strait Islander media.	September 2016	General 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.	October 2016	RWG
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2016	General Manager
	Review procurement policies to alleviate barriers for Aboriginal and Torres Strait Islander businesses.	September 2016	General Manager
	Educate staff about the value of using Aboriginal and Torres Strait Islander businesses.	September 2016	General Manager
	Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.	September 2016	General Manager

tracking progress & reporting

action	deliverable	timeline	responsibility
11. Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the annual Impact Measurement Report.	Define resource needs for RAP development and implementation.	October 2015	General Manager
	Define systems and capability needs to track, measure and report on RAP activities.	February 2016	General Manager
	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.	Reporting period: September 2016	General Manager
12. Active monitoring of RAP development, including whether actions are being implemented and progress tracked	Review and refresh RAP based on learnings, challenges and achievements. Report RAP progress to the RWG every 6 months.	Every 6 months: April 2016 October 2016	Managing Director
	Submit draft RAP to Reconciliation Australia for formal review and endorsement.	October 2015 October 2016	General Manager



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