



## Our vision for reconciliation

*NEATO Employment Service's vision for reconciliation is that Aboriginal and Torres Strait Islander people fully benefit from employment, education and learning opportunities which result in long term, sustainable employment, and that they are valued as the First Peoples of Australia through respect and understanding within our local communities.*

# Our Business

NEATO Employment Services Pty Ltd is an employment provider, specialising in the development and supply of participants quickly, professionally and cost effectively. Quality and reliability of our services are the responsibility of everyone at NEATO Employment Services. Every area of the company has quality related responsibility and a “do it right first time” approach.

The company employs over three hundred staff of which over thirty are proud to identify as Australian Aboriginal and/or Torres Strait Islander peoples. The mission of NEATO is to achieve an unequalled level of measurable quality and productivity in the delivery of employment services that are responsive to the needs and values of our participants, customers, employers, and employees.

NEATO will distinguish itself as a leader in redefining employment services and will be recognized for the passion of its people and partners in providing quality, innovative employment services in each community. NEATO is committed to excellence and being the provider of choice in each employment region in which we operate.



NEATO is a Queensland based Employment Services Provider which has been offering services to the Commonwealth Government for over 20 years. Our 56 full time, part time and outreach sites throughout Northern, Central and Southern Queensland provide us with the expert knowledge and resources to deliver superior quality service.

On behalf of the Commonwealth Government, NEATO provides job search, career management assistance and training to job seekers to improve their employment opportunities. NEATO also provides professional, quality and personalised employment and training services to employers from all industries to assist their recruitment needs.

As an equal opportunity employer NEATO Employment Services employs people from numerous cultures and backgrounds, approximately 12 percent of our staff are proud to identify as Australian Aboriginal and/or Torres Strait Islander peoples. Our qualified staff have the relevant experience, training, licences and insurances and are authorised to be responsive to our stakeholder’s needs.



# Our RAP

NEATO is developing our RAP as we believe that this is a positive step towards creating an inclusive society where all citizens will be able to achieve their full potential.

NEATO Employment Service's first Reconciliation Action Plan, or RAP, was launched in 2018 which helped us to focus on assisting and supporting Aboriginal and Torres Strait Islander people into sustainable employment to improve their living standards. NEATO recognises that there is more we can do and have moved into our second RAP to continue this journey to further the education of our employees, strengthen employer relationships, solidify local community and organisation contacts and continue to develop our engagement strategies with Aboriginal and Torres Strait Islander people.

Our previous RAP not only encouraged and energised our employees to successfully create employment opportunities for Aboriginal and Torres Strait Islander people but also created the fundamentals for the appreciation and education of services that can assist them. The education of our employees in our first RAP has laid a good foundation where regular cultural training was provided and NEATO's training and development circulated significant cultural days and events throughout the company, we commit to the continuation of this and to develop further relationships where possible. Locally NEATO sites are engaged in a variety of cultural activities which supports our reconciliation journey and strengthens these important relationships. In October a member of our RAP Working Group attended the Indigenous Business Trade Fair in Brisbane where she introduced our company and spoke with nine Aboriginal and Torres Strait Islander owned recruitment companies with a view to forging future links to better enable our job seekers move into suitable employment.

NEATO uses both the original and new RAP to continue to develop and grow as we acknowledge both our successes and challenges during the phases of the RAP. Our employees commit to future opportunities of reconciliation across our regions and throughout the term of our RAP. NEATO's Board of Directors, Executive Team and Senior Management are committed to ensuring that all staff members are involved in the implementation of our Reconciliation Action Plan, as they lead by example and they are responsible for the application and success of our RAP.

Over the years NEATO has been honoured to have worked with First Australian communities to address the negative issues of unemployment. We have enthusiastically pursued and engaged with other service providers who offer employment and training programs targeted towards Australian and Torres Strait Islander peoples and endeavour to strengthen these bonds.

Over the coming months we aim to build the percentage of Aboriginal and Torres Strait Islander staff to a total 20% of our workforce. We employ specific Aboriginal and Torres Strait Islander Employment Specialists at our large sites to facilitate job seekers into an easier transition into sustainable employment. We are proud to state that we will continue to offer traineeships to Aboriginal and Torres Strait Islander Peoples in regions that we currently service. These traineeships, once successfully completed, will lead to full time employment opportunities either within our company or with our client employers.

# Community Partnerships

## External partnerships:

NEATO Employment Services continues to work closely and maintain strong relationships with a range of entities that provide employment and training opportunities to Aboriginal and Torres Strait Islander peoples, now and in the future, some of these include:

## Training / Programs:

The CAPTA Group (Sheraton Mirage Indigenous Traineeship program)  
Voyages Indigenous Employment Program  
Indigenous Workstars (VTEC Provider)  
Townsville Aboriginal & Islanders Health Service  
Dream Believe Achieve  
Townsville Intercultural Centre  
Jenagar Indigenous Training Programs

## Employers:

Diversity Dimensions (Woolworths),  
Broadspectrum & Easternwell (gas rig and well servicing),  
Coles  
Spotless  
QLD Health  
Accor Hotels  
Cowboys House  
Flying Colours  
Local Government  
Aboriginal and Torres Strait Islander Corporation for the Aged and Disabled  
Care  
Local sugar mills  
Gidarjil

We are proud to continue to support these companies and their own RAPs to help our Aboriginal and Torres Strait Islander job seekers realise their dreams and gain meaningful employment.

Where possible we invite Traditional Owners to our offices, not only to deliver Cultural Awareness training but to meet with our staff and share experiences, good news stories and to provide our teams with local community servicing options to pass onto our job seekers.

We engage on a local level with First Australian Community Health providers who can offer non-vocational support to Aboriginal and Torres Strait Islander job seekers who are experiencing multi-level challenges that affect their ability to look for and secure employment.

# RAP Champions & Working Groups

## This RAP will be championed by:

- ✓ Our Chief Executive Officer - Matthew Gascoyne
- ✓ Our four Regional Operations Managers -
  - ✓ Kaylene Hutchinson
  - ✓ Luke Gascoyne
  - ✓ Cheryl Graffunder
  - ✓ Kylie Waters
- ✓ Our Projects Manager - Steve Fraser
- ✓ Our Head Office Operations Manager - Melissa Holmes

## The RAP Working Group is made up of:

- ✓ Steve Fraser - Project Manager
- ✓ Elaine Hippi - Employment Specialist Warwick
- ✓ Makalla Williams - Team Leader Kingaroy/Dalby
- ✓ Nick Barrett - Supervisor Earlvile
- ✓ Pauline Lenuzza - Site Contact Nambour

Invitations were sent out to all staff seeking expressions of interest to join our RAP working group encouraging participation from our Australian Aboriginal and Torres Strait Islander staff.

**50% of the RAP Working Group identify as First Peoples.**



# Relationships

In order to effectively service Aboriginal and Torres Strait Islander job seekers and employers, we recognise the need to build and maintain strong partnerships with other service entities that can assist us to provide the highest level of support. One of our aims is to ensure that Aboriginal and Torres Strait Islander job seekers understand that we work hard to appreciate and respect their cultural protocols and that we can provide culturally sensitive avenues of support when required.

## FOCUS AREA

Develop new, and strengthen existing relationships with Aboriginal and Torres Strait Islander community support groups that will allow us to work in a culturally appropriate manner with Aboriginal and Torres Strait Islander job seekers, allowing them to move into sustainable and secure employment.

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.</li> <li>Continue to work with and strengthen Aboriginal and Torres Strait Islander stakeholders and organisations relationships within each of our local areas and sphere of influence to continue delivering culturally specific programs and services.</li> <li>Meet with local Aboriginal and Torres Strait Islander organisations to either seek support in developing a culturally appropriate engagement strategy.</li> </ul>	March 2020	Area Managers & Site Team Leaders
	<ul style="list-style-type: none"> <li>Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> <li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	March 2020	Project Manager  Project Manager
	<ul style="list-style-type: none"> <li>Offer an opportunity to a First Australian staff member at each of our large sites to take on a role as our local liaison to First Australian Community groups in sphere of influence.</li> </ul>	April 2020	Area Managers



# Relationships

<p>2. Build relationships through celebrating National Reconciliation Week (NRW).</p>	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	27 May- 3 June, 2020 & 2021	Area Managers
	<ul style="list-style-type: none"> <li>Review NRW events via Reconciliation Australia NRW 'events' website and circulate to relevant regions.</li> </ul>	May 2020 & May 2021	Project Manager
	<ul style="list-style-type: none"> <li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May- 3 June, 2020 & 2021	Project Manager
	<ul style="list-style-type: none"> <li>Organise at least one NRW event each year.</li> </ul>	27 May- 3 June, 2020 & 2021	Area Managers with support of Project Manager
	<ul style="list-style-type: none"> <li>Register all our NRW events on Reconciliation Australia's NRW website.</li> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li> </ul>	May 2020 & May 2021	Project Manager



# Relationships

<p>3. Promote reconciliation through our sphere of influence.</p>	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation publically and internally through various media and presentations.</li> </ul>	December 2019	RAP Working Group via Project Manager
	<ul style="list-style-type: none"> <li>Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.</li> </ul>	January 2020	Project Manager
	<ul style="list-style-type: none"> <li>Implement strategies to engage our staff in reconciliation. November 2019</li> </ul>	December 2019	Project Manager
	<ul style="list-style-type: none"> <li>Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.</li> </ul>	February 2020	Area Managers
	<ul style="list-style-type: none"> <li>Circulate around the times of significant cultural events NEATO's step by step guide (SBS-002) 'Approval to update email signatures' to include general cultural awareness tags, NAIDOC Week support tags etc.</li> </ul>	September 2022	Training & Development Officer
	<ul style="list-style-type: none"> <li>Survey job seekers and employees and local Aboriginal and or Torres Strait Islander community stakeholders yearly to gain feedback on NEATO's RAP document and provide feedback to Executive members.</li> </ul>	October 2020 October 2021	Training and Development Officer
	<ul style="list-style-type: none"> <li>Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	June 2020	Project Manager
	<ul style="list-style-type: none"> <li>Publish the RAP on NEATO's Training Portal where all staff members have access at any time to review.</li> </ul>	March 2020	Training and Development Officer
	<ul style="list-style-type: none"> <li>Include the RAP as part of our new staff induction and training package.</li> </ul>	February 2020	Training and Development Officer



# Relationships

<p>4. Promote positive race relations through anti-discrimination strategies.</p>	<ul style="list-style-type: none"> <li>Develop, implement and communicate an anti-discrimination policy for our organisation.</li> </ul>	May 2020	Human Resources Officer
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.</li> </ul>	March 2020	Human Resources Officer
	<ul style="list-style-type: none"> <li>Educate senior leaders on the effects of racism.</li> </ul>	May 2020	Project Manager
	<ul style="list-style-type: none"> <li>Focus on diversity by promoting the benefits of a culturally diverse workforce to our staff. Through Internal staff communications and team training exercises</li> </ul>	May 2020	Area Managers with Human Resources Officer
	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</li> </ul>	April 2020	Human Resources Officer
	<ul style="list-style-type: none"> <li>Continue to publish good news stories via our internal company e-magazine the 'N Factor' to promote positive working relationships.</li> </ul>	November 2021	Human Resources Officer
	<ul style="list-style-type: none"> <li>Continue to educate NEATO employees to display and deliver effective culturally diverse service delivery in line with job seekers requirements and to discuss strategies to address discrimination when identified. Review effectiveness annually</li> </ul>	August 2020 August 2021	Area Manager & Team Leaders
	<ul style="list-style-type: none"> <li>Monitor the effectiveness of the above education strategy via staff feedback and analysis of this at the anniversary of our RAP.</li> </ul>	October 2020 October 2021	Human Resources Officer



# Respect

*NEATO Employment Services value and respect the diverse and unique cultures of both Aboriginal and Torres Strait Islander employees, job seekers and local employers, it is important that we understand and take into consideration their cultural values when engaging with them. NEATO takes pride in acknowledging, learning and growing within our company via the facilitation of cultural awareness training which has become an integral component of our servicing strategy. NEATO believe in the consultation process with employees, jobseekers and employers to better our understanding which enforces our commitment.*

## Focus area:

A workforce that engages in a positive company culture and is adaptive and responsive and management values the diversity, experience and contribution of employees.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation.</li> </ul>	October 2020	Training and Development Officer
	<ul style="list-style-type: none"> <li>Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.</li> </ul>	December 2019	Project Manager
	<ul style="list-style-type: none"> <li>Develop, implement and communicate a cultural learning strategy for our staff.</li> </ul>	January 2020	Training and Development Officer
	<ul style="list-style-type: none"> <li>Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.</li> </ul>	June 2020	Operations Manager
	<ul style="list-style-type: none"> <li>Encourage staff to develop their own cultural awareness through their own personal development</li> </ul>	May 2020	Training and Development Officer
	<ul style="list-style-type: none"> <li>Deliver Cultural Awareness training to all staff throughout the year via the NEATO on-line Training Portal and by engaging Traditional Owners on 'Client Free Days' where possible.</li> </ul>	Review: July 2020 and July 2020	Learning and Development Manager
	<ul style="list-style-type: none"> <li>All new staff to complete the learning centre modules within the Jobactive website and all existing staff to revisit these modules each year throughout the term of their employment on the anniversary of their employment date.</li> </ul>	January 2020	Training and Development Officer
	<ul style="list-style-type: none"> <li>Through internal education and staff development, recognise both historical injustices and inequities along with the strengths and resilience shown by Aboriginal and Torres Strait Islander peoples, cultures and communities in the face of discrimination, and to celebrate the continued significance of our reconciliation journey. Monitor outcome via staff feedback annually.</li> </ul>	September 2020 September 2021	Learning and Development Manager



# Respect

6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> <li>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	March 2020	Learning and Development Manager
	<ul style="list-style-type: none"> <li>Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.</li> </ul>	March 2020	Learning and Development Manager
	<ul style="list-style-type: none"> <li>Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.</li> </ul>	March 2020	Area Managers
7. Increase understanding of cultural protocols of local Aboriginal and Torres Strait Islander communities in the areas where we operate.	<ul style="list-style-type: none"> <li>Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year. Including our annual Area Manager Meetings</li> </ul>	March 2021 March 2022	Operations Manager Head Office
8. Create a culturally welcoming environment.	<ul style="list-style-type: none"> <li>Display Aboriginal and Torres Strait Islander art work within our sites</li> </ul>	October 2020	Area Managers
	<ul style="list-style-type: none"> <li>Create a culturally welcoming environment through the display the Aboriginal and Torres Strait Islander flags in the public areas of all of our sites.</li> </ul>	October 2020	Area Managers
9. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> <li>RAP Working Group to participate in an external NAIDOC Week event</li> </ul>	First week in July, 2020 & 2021	Team Leaders
	<ul style="list-style-type: none"> <li>Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.</li> </ul>	May, 2020 & May 2021	Team Leaders
	<ul style="list-style-type: none"> <li>Promote and encourage participation in external NAIDOC events to all staff. Provide staff the opportunity to wear NAIDOC branded polo shirts throughout NAIDOC week. In the lead up to NAIDOC week, promote local events to our staff.</li> </ul>	First week in July, 2020 & 2021	Team Leaders
	<ul style="list-style-type: none"> <li>Encourage offices to support local community events and to provide feedback to share with all of company via N-Factor (company magazine)</li> </ul>	After NAIDOC Week 2020 & 2021	Team Leaders
	<ul style="list-style-type: none"> <li>During NAIDOC Week Invite Aboriginal and Torres Islander work colleagues to share their heritage in the workplace.</li> </ul>	First week in July, 2020 & 2021	Team Leaders



# Opportunities

*NEATO Employment Services is committed to creating opportunities for Aboriginal and Torres Strait Islander people to work within our organisation. We also understand the importance of including Aboriginal and Torres Strait Islander communities in our reconciliation journey. The implementation of our RAP is seen as an important opportunity to cultivate an understanding of First Peoples cultures and to identify areas for action.*

Action	Deliverable	Timeline	Responsibility
10. Improve internal employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> <li>Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.</li> </ul>	October 2020	HR Officer
	<ul style="list-style-type: none"> <li>Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.</li> </ul>	January 2020	HR Officer
	<ul style="list-style-type: none"> <li>Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.</li> </ul>	June 2020	HR Officer
	<ul style="list-style-type: none"> <li>NEATO's induction process includes NEATO's Aboriginal and Torres Strait Islander Retention Strategy along with the Diversity and Inclusiveness Policy. At intervals throughout the year re-circulate through cultural awareness training.</li> </ul>	October 2020	HR Officer
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.</li> </ul>	January 2020	HR Officer
	<ul style="list-style-type: none"> <li>Develop and implement an Aboriginal and Torres Strait Islander recruitment and professional development strategy</li> </ul>	September 2020	HR Officer
	<ul style="list-style-type: none"> <li>Review NEATO's Aboriginal and Torres Strait Islander recruitment, retention and development strategies for effectiveness and fairness</li> </ul>	August 2021	Project Manager
	<ul style="list-style-type: none"> <li>Offer Aboriginal and Torres Strait Islander employment pathways into our industry through traineeships</li> </ul>	January 2020	Human Resources Officer
	<ul style="list-style-type: none"> <li>Investigate across NEATO's footprint accessibility for Aboriginal and Torres Strait Islander new staff members to have access to an internal mentoring network system. Consult with existing Aboriginal and Torres Strait Islander staff members who may be available to offer advice and support.</li> </ul>	January 2020	Senior Management
	<ul style="list-style-type: none"> <li>Publish NEATO's Aboriginal and Torres Strait Islander Retention Strategy and engage with current Aboriginal and Torres Strait Islander staff on current and future employment strategies.</li> </ul>	January 2020	Human Resources Officer



# Opportunities

<b>11. Improve external employment outcomes for our First Peoples job seekers</b>	<ul style="list-style-type: none"> <li>Provide easy access to local Aboriginal and Torres Strait Islander community service groups and training organisations information at site</li> </ul>	March 2020	Area Managers and Team Leaders
	<ul style="list-style-type: none"> <li>Human Resources and Quality team to conduct an annual staff survey to gather information on demographics and seek feedback on how NEATO can improve.</li> </ul>	August 2020	Human Resources Officer
	<ul style="list-style-type: none"> <li>Distribute remote servicing plans to applicable regional areas to address the identified priorities of the local Aboriginal and Torres Strait Islander people prior to delivering services.</li> </ul>	June 2020	Area Managers
	<ul style="list-style-type: none"> <li>Continue to promote a high level of service delivery and targeted client support from our staff to Aboriginal and Torres Strait Islander job seekers in a respectful and meaningful manner. Our job seekers provide support and direction to NEATO staff in this space.</li> </ul>	November 2021	Area Managers
	<ul style="list-style-type: none"> <li>Monitor to achieve and retain NEATO's Aboriginal and Torres Strait Islander workforce percentage of 20%.</li> </ul>	March 2020 October 2020 March 2021 September 2021	Operations Manager, Area Manager & Team Leader
	<ul style="list-style-type: none"> <li>Where possible include an Aboriginal and Torres Strait Islander staff member on the interview panel when acting on behalf of external employers to recruit for specific Aboriginal and Torres Strait Islander roles.</li> </ul>	November 2021	Area Managers
	<ul style="list-style-type: none"> <li>Ensure that all advertised vacancies include 'Aboriginal and Torres Strait Islander people are encouraged to apply'.</li> </ul>	November 2021	HR Officer
	<ul style="list-style-type: none"> <li>Develop training and succession planning opportunities for Aboriginal and Torres Strait Islander employees to incorporate cultural appropriateness within our workplace</li> </ul>	December 2019	Area Managers and Team Leaders
	<ul style="list-style-type: none"> <li>Ensure that NEATO's Performance Appraisal framework incorporates culturally appropriate terminology and ethos.</li> </ul>	March 2020	HR Officer and Training & Development Officer
	<ul style="list-style-type: none"> <li>Audit Aboriginal and Torres Strait Islander employee relevant documents to check for cultural appropriateness</li> </ul>	September 2020	Training and Development and HR Officer
	<ul style="list-style-type: none"> <li>Provide managers and hiring staff with the policies and procedures to assist them in providing a culturally safe and supportive work environment.</li> </ul>	December 2019	Area Managers and HR Officer
	<ul style="list-style-type: none"> <li>At larger sites continue to recruit Aboriginal and Torres Strait Islander specific positions to support a tailored service delivery.</li> </ul>	September 2020	Human Resources Officer



# Opportunities

12. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	• Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	December 2019	Project Manager
	• Investigate Supply Nation membership.	December 2019	Project Manager
	• Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff	December 2019	Project Manager
	• Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	January 2020	Corporate Services Manager
	• Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	June 2020	Area Manager
	• Each region to build a relationship with an Aboriginal and Torres Strait Islander owned business for future supplies to be added to NEATO's preferred supplier listing.	January 2020	Area Manager



# Governance

Action	Deliverable	Timeline	Responsibility	
13. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Maintain Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	July 2020	Project Manager	
	<ul style="list-style-type: none"> <li>Establish and apply a Terms of Reference for the RWG.</li> </ul>	March 2020	Project Manager	
	<ul style="list-style-type: none"> <li>Meet at least four times per year to drive and monitor RAP implementation.</li> </ul>	February 2020 May 2020 July 2020 October 2020 January 2021 April 2021 July 2021 October 2021 January 2022 April 2022 July 2022 October 2022	Project Manager and RWG	
	<ul style="list-style-type: none"> <li>Ensure both Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander people are represented within the RWG.</li> </ul>	September 2020	Project Manager	
	<ul style="list-style-type: none"> <li>Provide opportunities for new and existing staff members to nominate or express their interest in joining the RWG to govern RAP implementation at any stage e.g. new staff on-boarding.</li> </ul>	December 2019	Project Manager	
	14. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> </ul>	September 2020	Project Manager
		<ul style="list-style-type: none"> <li>Engage our senior leaders and other staff in the delivery of RAP commitments.</li> </ul>	December 2019	Project Manager
<ul style="list-style-type: none"> <li>Define and maintain appropriate systems to track, measure and report on RAP commitments.</li> </ul>		March 2021	Project Manager	
<ul style="list-style-type: none"> <li>Continue to include the RAP status and RWG within the agenda of the Executive team and Board meetings to ensure accountability and to review progress.</li> </ul>		December 2019	Senior Management and Quality Team	
<ul style="list-style-type: none"> <li>Appoint and maintain an internal RAP Champion from senior management.</li> </ul>		May 2020	CEO	



# Governance

<p>15. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</p>	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	<p>September 2020</p> <p>September 2021</p>	<p>Project Manager</p>
	<ul style="list-style-type: none"> <li>Report RAP progress to all staff and senior leaders quarterly.</li> </ul>	<ul style="list-style-type: none"> <li>January 2020</li> <li>March 2020</li> <li>June 2020</li> <li>September 2020</li> <li>December 2020</li> <li>January 2021</li> <li>March 2021</li> <li>June 2021</li> <li>September 2021</li> <li>December 2021</li> <li>January 2022</li> <li>March 2022</li> <li>June 2022</li> <li>September 2022</li> </ul>	<p>Project Manager</p>
	<ul style="list-style-type: none"> <li>Publically report our RAP achievements, challenges and learnings, annually.</li> </ul>	<ul style="list-style-type: none"> <li>November 2020</li> <li>November 2021</li> </ul>	<p>Project Manager</p>
	<ul style="list-style-type: none"> <li>Investigate participating in Reconciliation Australia’s biennial Workplace RAP Barometer.</li> </ul>	<ul style="list-style-type: none"> <li>May 2020</li> </ul>	<p>Project Manager</p>



# Contact Details

**Contact details:**

*Name: Steve Fraser*

*Position: Project Manager*

*Phone: 07 4964 1444*

*Email: [quality@neato.com.au](mailto:quality@neato.com.au)*