



Artwork by Montana McStay, Our Country, Drouin

# Reconciliation Action Plan

April 2024 - April 2025

# Reconciliation Australia CEO Statement

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Reconciliation Australia welcomes Findstaff Recruitment to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Findstaff Recruitment joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Findstaff Recruitment to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Findstaff Recruitment, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

**Karen Mundine**

**Chief Executive Officer**

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# Acknowledgement of Country

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Findstaff respect and honour all Aboriginal and Torres Strait Islander peoples, including Elders past, present, and emerging, as the First Peoples of this country. We acknowledge the stories, traditions and living cultures of Aboriginal and Torres Strait Islander peoples and their long and continuing relationship with the land, air and waters of our shared country. We commit to building a vibrant future together, providing opportunity through a collective goal of reconciliation.

# Our Business

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Findstaff, proudly part of IntoWork Australia, operate nationally and are a provider of Labour Hire and Permanent Recruitment solutions. For over 30 years we have taken pride in our excellent reputation for service provision and partnership with businesses.

IntoWork Australia is a leading national provider of Employment, Skills and Support services that support economic and social participation. Everything we do, including our range of tailored pathways for individuals and workforce solutions for employers, is underpinned by our vision 'Vibrant Futures' for our staff, service users and business clients. Our team and culture are keys to our success, underpinned by our shared core values of Respect, Innovation, Collaboration, Integrity, and Courage.

Findstaff have offices located in Melbourne, Canberra, Adelaide, Hobart, Brisbane, Perth, and Sydney and employ approximately 30 staff nationally. We have one team member who identifies as an Aboriginal and/or Torres Strait Islander person. Over an extended period, Findstaff have partnered with organisations in regional Queensland who have provided employment opportunities for candidates who are Aboriginal and Torres Strait Islander peoples from several different communities. Our organisation is expanding over the coming years and a key organisational objective is to connect and engage with Aboriginal and Torres Strait Islander peoples and their communities nationally across the different states and territories.

## Strategic Plan 2019-2023

### Vision

Vibrant Futures.

### Purpose

To provide workforce solutions that create opportunities for individuals, businesses, and organisations to grow and support communities to thrive.

### Values

- **Collaboration:** We are working together to create solutions.
- **Courage:** We are accountable, open and brave.
- **Innovation:** We are listeners, learners, and leaders.
- **Integrity:** We are our actions and our words.
- **Respect:** We are diverse, inclusive, and empowering.

### Strategic priorities

1. Growth and Development
2. Culture and Staff Capability
3. Client Centred
4. Social Benefit and Responsibility

# Our RAP

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The Reconciliation Action Plan (RAP) provides a framework to support national reconciliation. The RAP contributes to advancing reconciliation by supporting organisations such as Findstaff to develop respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples. This is being achieved through ongoing consultation with Reconciliation Australia.

Findstaff's vision for reconciliation is to create Vibrant Futures with Aboriginal and Torres Strait Islander peoples and their communities through collaboration, opportunities, and choice. Findstaff is committed to the development of a Reflect RAP as a genuine commitment to build on and strengthen our existing relationships with Aboriginal and Torres Strait Islander peoples and communities.

There are four RAP types (Reflect, Innovate, Stretch, Elevate) that set out the minimum elements required to build strong relationships, respect and opportunities within organisations and the community. Findstaff have chosen the Reflect RAP, as this is the first step in our journey towards reconciliation.

Findstaff established the RAP working group in May 2022 and has elected to develop the Reflect RAP, a twelve-month action plan, as a first step on the reconciliation journey. Invitations seeking membership to the RAP working group were sent to each member of the Findstaff team. The result of this is a RAP working group that has high-level leadership and expertise in recruitment, training, and foundation skills programs.

Our RAP Champion is the National Sales Manager.

## Our Partnerships / Current Activities

Findstaff, with our planned expansion, are committed to engaging and connecting with Aboriginal and Torres Strait Islander communities in each state/territory where we are based. This will be achieved through our RAP Working Group working closely with the state industry bodies and associations. Findstaff are planning on attending the following events across the country in 2024/2025.

- 27 May to 3 June: National Reconciliation Week – Events hosted by IntoWork attended by QLD Business Development Manager, VIC Recruitment Consultant
- 7 to 14 July: NAIDOC Week – Findstaff team will be attending various external events in local areas & promoting NAIDOC week & events to the wider Findstaff team.
- IntoWork's First Nations Engagement Team has rolled out Cultural Capability training which the RAP Group will all attend when available in local areas. This will also be promoted to the wider team.

Findstaff, with our existing client partnerships in Rockhampton, Queensland, will be developing an Aboriginal and Torres Strait Islander people's engagement strategy to connect with the local community to create sustainable employment opportunities. With a long-standing client base in this area and significant employment opportunities, by August 2024 this strategy will be defined and implemented.

Our FindStaff RAP team have also completed Cultural Capability Training.

Findstaff are committed to building long-lasting and sustainable alliances within community and establishing relationships with the following Aboriginal and Torres Strait Islander people's associations.

- NAIDOC
- NASCA
- Supply Nation
- Closing the Gap

Our working group committee also have an interest in community lead volunteering, youth empowerment and a continued building of an inclusive workplace for all. Partnering with local Aboriginal and Torres Strait Islander community organisations will allow us to learn more of the needs, give us pause to reflect how we can take positive action, and finally measure results to strengthen cultural ties within our communities.

### **Current Membership of the FindStaff RAP Working Group include:**

- Findstaff National Sales Manager
- Findstaff National Sales Team Leader
- Findstaff VIC Recruitment Manager
- FindStaff VIC Senior Recruitment Consultant x 2
- Findstaff ACT Business Development Manager
- Findstaff WA Office Manager
- Findstaff SA Recruitment Manager

We believe our RAP will provide the framework from which we will improve our services for Aboriginal and Torres Strait Islander peoples and build respect for their cultures and histories. To ensure our RAP remains relevant, membership of the RAP working group will be reviewed and refreshed based on our learnings.



## Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations nationally</li> </ul>	May 2024	VIC Business Development Manager
	<ul style="list-style-type: none"> <li><b>Implement findings from research carried out into best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b></li> </ul>	<b>June 2024</b>	<b>National Sales Team Leader</b>
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li> </ul>	July 2024	VIC Business Development Manager
	<ul style="list-style-type: none"> <li><b>Keep accountability with all RAP Working Group members to ensure participation in an external NRW event.</b></li> </ul>	<b>27 May 2024 – 3 June 2024</b>	<b>VIC Recruitment Manager</b>
	<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, include updates in RAP working group. Update Newsletter.</li> </ul>	27 May 2024 – 3 June 2024	National Sales Team Leader
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li><b>Reiterate and strengthen our commitment to reconciliation to all staff and stakeholders.</b></li> </ul>	<b>April 2024 – April 2025</b>	<b>National Sales Manager</b>
	<ul style="list-style-type: none"> <li>Create and strengthen relationships with the external stakeholders that Findstaff have identified that we can have ongoing engagement with on our reconciliation journey.</li> </ul>	June 2024	QLD Business Development Manager
	<ul style="list-style-type: none"> <li><b>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</b></li> </ul>	<b>January 2025</b>	<b>QLD Business Development Manager</b>
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination and present to IntoWork People and Performance Team.</li> </ul>	February 2025	ACT Business Development Manager



	<ul style="list-style-type: none"> <li>• <b>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.</b></li> </ul>	August 2024	VIC Senior Recruitment Consultant
	<ul style="list-style-type: none"> <li>• Create Learning Modules relating to positive race relations and cultural awareness training. Using scheduled “news drops” to provide balanced debate and discussions of current Aboriginal and Torres Strait Islander news and events.</li> </ul>	September 2024	VIC Recruitment Manager



## Respect

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>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.</li> </ul>	December 2024	National Sales Manager
	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within Findstaff.</li> </ul>	March 2025	National Sales Team Leader
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> <li>Develop an understanding of the local Traditional Owners or Custodians in key locations where Findstaff has a footprint.</li> </ul>	February 2025	QLD Business Development Manager
	<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 2025	VIC Recruitment Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> <li>Raise awareness and share information amongst our staff about the meaning and importance of NAIDOC Week.</li> </ul>	June 2024	QLD Business Development Manager
	<ul style="list-style-type: none"> <li>Introduce our staff to NAIDOC Week by promoting external events (such as IntoWork NAIDOC activities) in respective working locations via Update Newsletter and National Weekly meetings.</li> </ul>	June 2024	ACT Business Development Manager
	<ul style="list-style-type: none"> <li>Ensuring accountability within RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	First Week in July 2024	National Sales Team Leader



## Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	<ul style="list-style-type: none"> <li>Investigate ways to develop employment opportunities for Aboriginal and Torres Strait Islander peoples within Findstaff</li> </ul>	April 2025	QLD Business Development Manager
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	April 2025	VIC Recruitment Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> <li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li> </ul>	July 2024	National Sales Manager
	<ul style="list-style-type: none"> <li>Further investigate Supply Nation membership and present to the IntoWork Assets and Procurement Team.</li> </ul>	July 2024	VIC Recruitment Manager



## Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Further develop and promote membership of RWG to govern RAP implementation throughout Findstaff</li> </ul>	May 2024	ACT Business Development Manager
	<ul style="list-style-type: none"> <li>Draft a Terms of Reference for the RWG. (completed)</li> </ul>	May 2024	National Sales Team Leader
	<ul style="list-style-type: none"> <li>Establish Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	December 2024	Qld Business Development Manager
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> </ul>	May 2024	National Sales Team Leader
	<ul style="list-style-type: none"> <li>Engage senior leaders in the delivery of RAP commitments.</li> </ul>	May 2024	National Sales Manager
	<ul style="list-style-type: none"> <li>Maintain a senior leader to champion our RAP internally.</li> </ul>	May 2024	National Sales Manager
	<ul style="list-style-type: none"> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	May 2024	National Sales Manager and RAP Working Group Leader
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.</li> </ul>	June 2024	National Sales Team Leader
	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire</li> </ul>	August 2024	VIC Recruitment Manager
	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	30 September 2024	National Sales Manager



13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"><li>• Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.</li></ul>	August 2024	National Sales Manager
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# Artist Profile: Montana McStay

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I am a proud Kurnai woman, a descendant of the Pitjatjantjara - Yuin people. I was born in Gippsland on Gunai - Kurnai country. I come from a strong line of resilient women who have not only motivated, encouraged, and inspired me to carry on their legacy but worked tirelessly to help improve conditions and way of life in our Aboriginal community. One of my biggest inspirations is my Great - Grandmother Nessie Skuta a Pitjatjantjara – Yuin woman.

My journey to becoming a full-time artist and owning my own business has not been a straight path. Amongst my studies, I participated in the SA & NT volunteer program travelling to a small remote outback town known as Oodnadatta. I wanted to experience life on the red sand. I spent three months here with the children, elders, and residents with their permission to practice and learn the Pitjatjantjara / Yankunytjantjara language, art, and traditions on ancestral country.

For my business name, I looked through an old language book my Nana had given me and found the word 'Inala' which can mean spring season, place of flowers, new life or rebirth in Gunai - Kurnai language. Inala Art and Design is now a Kinaway Certified Business. I create Aboriginal art on canvas, hand painted emu eggs, clapsticks, and burning of traditional designs onto possum skins for cloaks, as well as portraiture, and landscape.

I also offer my services at schools and youth centres. I practice my culture and what I have learnt with permission, my aim is to help other young Aboriginal people to find the right path, and connect to culture through art.

For the FindStaff piece, I used our symbolism within the artwork representing community and inclusiveness within community. I have depicted clapsticks and our pattern on two of our traditional Brayakaulung and Brabralung shields.

# Contact

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