

REFLECT

RECONCILIATION ACTION PLAN 2017–2018



RECONCILIATION
ACTION PLAN

REFLECT



Coliban
WATER

MESSAGE FROM COLIBAN WATER

We are pleased to present Coliban Water's first Reconciliation Action Plan (RAP).

We acknowledge that the region we service across Central and Northern Victoria has a human history that began with Aboriginal traditional custodians.

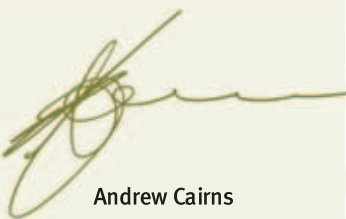

Coliban Water understands and appreciates that Aboriginal and Torres Strait Islander communities face great challenges in terms of their health and wellbeing and in education attainment. With and through this plan, we seek to contribute to reducing social disadvantage and enhancing opportunities for Aboriginal and Torres Strait Islander people who live in our region.

Our RAP expresses a strong commitment to further developing our relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations. It also outlines our goals to increase awareness and understanding of cultural practices and to build compelling business cases for Aboriginal and Torres Strait Islander organisations and people actively working with Coliban Water.

This plan is a collaborative effort of staff from all over the business that has been informed by valuable insight and advice from a number of Aboriginal people who are part of the communities that we service and in which we operate. Thank you to everyone who contributed to our RAP.

This, our first RAP, establishes a strong foundation for us to build on, and it will strengthen our business and inform our plans for the future, as we continue to be part of and positively influence the community conversation about reconciliation.

We look forward to continuing to work with our communities, stakeholders and Reconciliation Australia and to achieving the goals that are set out in our RAP as part of, and integral to, Coliban Water's vision of *Water to Live, Grow and Enjoy*.



Jeff Rigby
Managing Director,
Coliban Water

Andrew Cairns
Chairperson,
Coliban Water



MESSAGE FROM RECONCILIATION AUSTRALIA

Reconciliation Australia congratulates Coliban Water on the endorsement of its first Reconciliation Action Plan (RAP), which will build the foundations for the relationships, respect and opportunities essential to reconciliation.

This Reflect RAP will assist Coliban Water to develop a solid RAP governance model and build the business case for future commitments to cultural learning, practising cultural protocols, and promoting Aboriginal and Torres Strait Islander employment.

In its first RAP, Coliban Water has demonstrated a keen commitment to further develop and strengthen relationships with key Aboriginal and Torres Strait Islander peoples, communities and organisations. We see this where Coliban Water moves to build and maintain relationships through participation in, and promotion of, community events such as National Reconciliation Week (NRW).

Commitment to showing respect and understanding for Aboriginal and Torres Strait Islander peoples, histories and cultures is demonstrated in Coliban Water's RAP through its actionable goal to develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country Protocols.

Coliban Water's dedication to providing opportunities and employment pathways for Aboriginal and Torres Strait Islander peoples is communicated through the actionable items in its RAP, such as its commitment to develop a business case for Aboriginal and Torres Strait Islander employment within its organisation.

On behalf of Reconciliation Australia, I commend Coliban Water on its inaugural RAP and look forward to following its ongoing reconciliation journey.



Justin Mohamed
Chief Executive Officer,
Reconciliation Australia



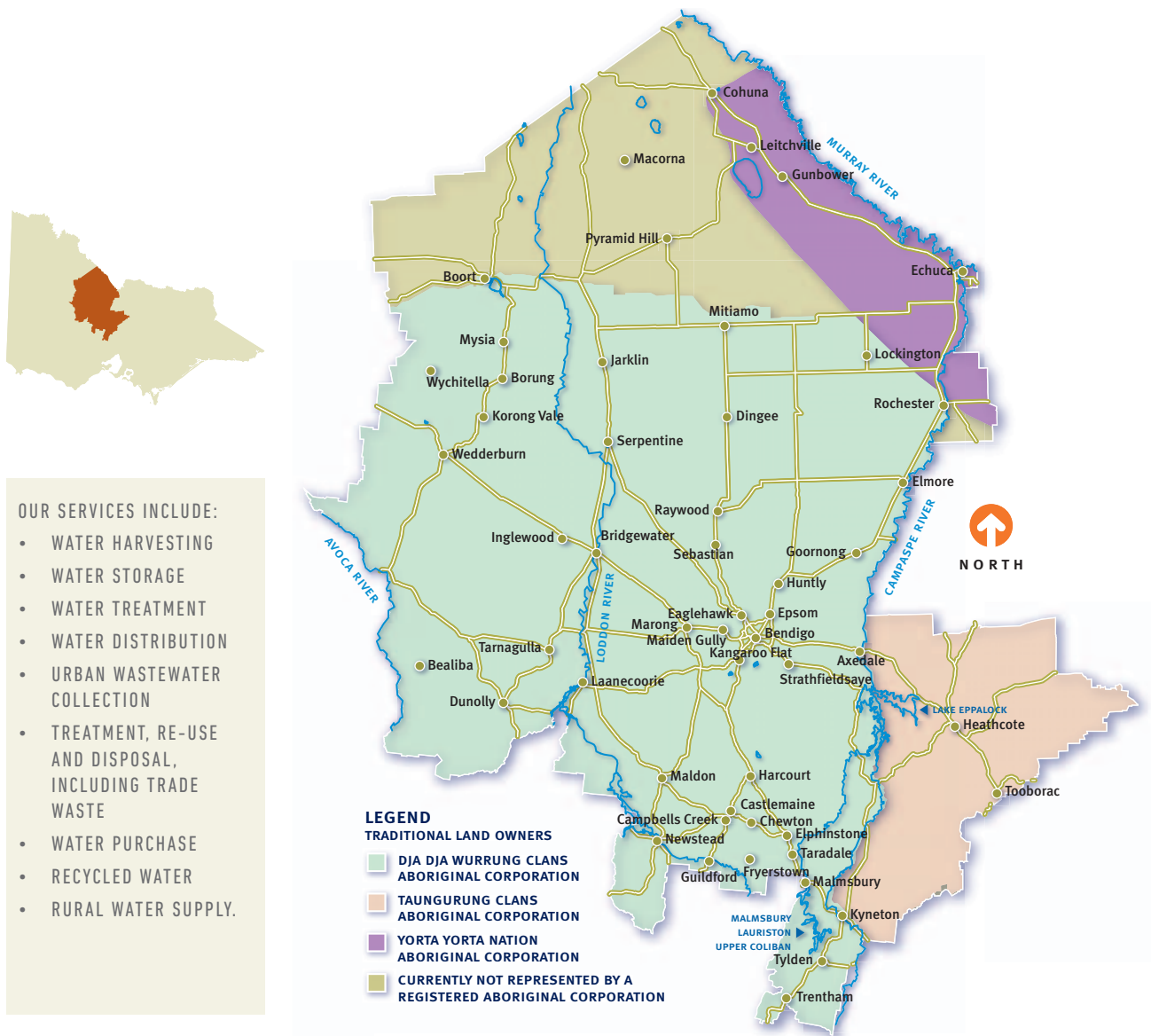
OUR BUSINESS

COLIBAN WATER PROVIDES WATER AND WASTEWATER SERVICES TO A REGION WITH A POPULATION OF APPROXIMATELY 160,000 PEOPLE ACROSS 16,500 SQUARE KILOMETRES OF CENTRAL AND NORTHERN VICTORIA, AND EMPLOYS APPROXIMATELY 196 STAFF, ONE OF WHOM HAS SELF-REPORTED AS ABORIGINAL AND/OR TORRES STRAIT ISLANDER.

Our service area covers 49 towns in nine separate supply systems, extending from Cohuna and Echuca in the north to Kyneton and Trentham in the south, and from Boort, Wedderburn, Bealiba and Dunolly in the west to Heathcote and Tooborac in the east. The region includes the traditional lands of the Dja Dja Wurrung, Taungurung and Yorta Yorta.

Through our business activities, we actively support the enhancement of the social fabric, environmental health and economic development of the communities we serve and in which we operate. We are committed to collaboratively and meaningfully participating in the continued growth, well-being and sustainability of our region and enabling our region to take advantage of opportunities that emerge in the future.

Coliban Water is committed to building and enhancing relationships with Australia's Aboriginal and Torres Strait Islander peoples and all other Australians. While Coliban Water has engaged the Aboriginal and Torres Strait Islander community where possible to date, this is the organisation's first Reconciliation Action Plan.



OUR RECONCILIATION ACTION PLAN

COLIBAN WATER HAS DEVELOPED A RECONCILIATION ACTION PLAN (RAP) TO FURTHER DEVELOP OUR KNOWLEDGE AND UNDERSTANDING OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES AND TO BUILD RELATIONSHIPS WITH OUR LOCAL ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY.

As the organisation's first RAP (Reflect), it aims to be achievable and to provide a foundation for ongoing reconciliation efforts. The RAP will enable us to contribute to greater awareness and respect for the diversity of Aboriginal and Torres Strait Islander peoples, values, cultures and ideas. It provides a roadmap for how we will work towards achieving outcomes including a more culturally-respectful workforce.

The RAP is an initiative of the Coliban Water Board and is championed by the General Manager Corporate Strategy and Governance. The RAP was developed by the organisation's Strategy and Governance Team with the assistance of the RAP working group, which includes the following positions: Manager Community Relations; Manager Infrastructure Delivery; Stakeholder Approval Specialist; Environmental Specialist; Community Relations Officer; and Senior Communications Officer. Delivery will be overseen by the Strategy and Governance Team and will involve all Coliban Water staff.

OUR PARTNERSHIPS AND CURRENT ACTIVITIES

OUR RECONCILIATION JOURNEY TO DATE HAS INCLUDED BUILDING ON EXISTING RELATIONSHIPS WITH OUR INDIGENOUS COMMUNITIES AND PARTNERS.

As part of our regular activities, we liaise with the cultural heritage advisors of the Registered Aboriginal Parties in our service region to ensure that we are mindful, respectful and act in accordance with legislation on matters of cultural heritage identification and preservation. We engage Dja Dja Wurrung Clans Aboriginal Corporation to undertake cultural heritage inductions, and for advisory and negotiation activities. Internally we are ensuring that we recognise dates of significance and are participating in local activities that support our Aboriginal and Torres Strait Islander community. For example, in 2016 we participated in the City of Greater Bendigo's NAIDOC Week flag raising ceremony and provided sponsorship for local activities organised by the Bendigo and District Aboriginal Co-operative.

TERMINOLOGY:

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES: A PERSON BELONGING TO THE INDIGENOUS PEOPLES OF AUSTRALIA, INCLUDING THE INDIGENOUS INHABITANTS OF THE TORRES STRAIT ISLANDS, AND ANY DESCENDANTS OF THOSE PEOPLES.

TRADITIONAL OWNER GROUPS: INCLUDES ALL REGISTERED ABORIGINAL PARTIES THROUGHOUT VICTORIA.



RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. RAP Working Group actively monitors RAP development and implementation of actions, tracking progress and reporting	<ul style="list-style-type: none"> RAP Working Group oversees the development, endorsement and launch of the RAP. 	March 2017	General Manager Corporate Strategy and Governance
	<ul style="list-style-type: none"> Ensure Aboriginal and Torres Strait Islander peoples are represented on the RAP Working Group. 	May 2017	
	<ul style="list-style-type: none"> Meet at least twice per year to monitor and report on RAP implementation. 	April and October 2017	
	<ul style="list-style-type: none"> Establish Terms of Reference for the RAP Working Group. 	March 2017	
2. Build internal and external relationships	<ul style="list-style-type: none"> 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. 	March 2017	Strategy and Stakeholder Coordinator
	<ul style="list-style-type: none"> Create an information pack about the Aboriginal and Torres Strait Islander communities within our service region, including a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our operational area. 	June 2017	General Manager Corporate Strategy and Governance
	<ul style="list-style-type: none"> Develop formal relationships with the three Traditional Owners in our service region. 	November 2017	
	<ul style="list-style-type: none"> Identify opportunities to support local Aboriginal and Torres Strait Islander community groups (e.g. sponsorships of sporting teams). 	April 2017	
3. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Celebrate NRW through internal events 	27 May – 3 June 2017	Strategy and Stakeholder Coordinator
	<ul style="list-style-type: none"> Encourage our staff to attend a NRW event. 		
	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 		
	<ul style="list-style-type: none"> Ensure our working group participates in an external event to recognise and celebrate NRW. 		
4. Raise internal and external awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments. 	May 2017	General Manager Corporate Strategy and Governance
	<ul style="list-style-type: none"> Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	May 2017	Manager Corporate Communications
	<ul style="list-style-type: none"> Conduct internal promotion including providing supporting information on the intranet. 		
	<ul style="list-style-type: none"> Place information, including the RAP document, on our website. 		
	<ul style="list-style-type: none"> Promote our RAP via local media. 		
	<ul style="list-style-type: none"> Create a printed and web-based interactive map of Victorian Aboriginal and Torres Strait Islander Registered Aboriginal Parties. 		



RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Investigate Aboriginal and Torres Strait Islander cross-cultural learning and development	<ul style="list-style-type: none"> Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement. 	May 2017	Manager People and Development
	<ul style="list-style-type: none"> Conduct a review of cultural awareness training needs within the organisation. 	February 2017	
	<ul style="list-style-type: none"> Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation. 	June 2017	
	<ul style="list-style-type: none"> Provide annual cross-cultural awareness training for all staff, to be delivered by Aboriginal and Torres Strait Islander trainers. 	July 2017	
6. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> 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. 	July 2017	Strategy and Stakeholder Coordinator
	<ul style="list-style-type: none"> Continue to promote local NAIDOC Week community events to staff. 		
	<ul style="list-style-type: none"> Ensure our working group participates in an external NAIDOC Week event. 		
7. Promote visual aspects of Aboriginal and Torres Strait Islander culture	<ul style="list-style-type: none"> Engage a local artist to assist in the creation of artwork that tells a local water story. 	October 2017	Manager Corporate Communications
	<ul style="list-style-type: none"> Display artwork in the Coliban Water main office, including an appropriate acknowledgement and interpretive information. 		
	<ul style="list-style-type: none"> Consider use of artwork within future RAP documents. 		
	<ul style="list-style-type: none"> Host an internal event to launch artwork and display in the Coliban Water main office with Acknowledgement and interpretive information. 		
8. Raise internal understanding of Aboriginal and Torres Strait Islander protocols	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country Protocols. 	May 2017	General Manager Corporate Strategy and Governance
	<ul style="list-style-type: none"> Develop protocols that outline when Welcome to Country and Acknowledgment of Country are used and how they are worded. 		
	<ul style="list-style-type: none"> Develop protocols for incorporating Welcome to Country and Acknowledgement of Country into major and/or public events. 		
	<ul style="list-style-type: none"> Create resources to support the use of these by staff. 		
	<ul style="list-style-type: none"> Explore who the Traditional Owners are of the lands and waters in our service region. 	February 2017	Manager Corporate Communications
	<ul style="list-style-type: none"> Develop a list of local Traditional Owners of the lands and waters within our organisation's sphere of influence. 		
	<ul style="list-style-type: none"> Maintain internal flag poles in entry foyer, ensuring that flags are displayed correctly and respectfully. 		
	<ul style="list-style-type: none"> Maintain Acknowledgement of Country signage in front foyer. 		



OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
9. Investigate Aboriginal and Torres Strait Islander employment	<ul style="list-style-type: none">Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	June 2017 November 2017	Manager People and Development
10. Build capacity amongst local Aboriginal and Torres Strait Islander peoples	<ul style="list-style-type: none">Investigate opportunities such as:<ul style="list-style-type: none">Sponsoring an Aboriginal and Torres Strait Islander employee to participate in the Loddon Mallee Leadership Program.Fund a scholarship for an Aboriginal and Torres Strait Islander student studying a relevant discipline at La Trobe University or Bendigo TAFE.	November 2017	General Manager Corporate Strategy and Governance
11. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none">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.	August 2017	General Manager Corporate Strategy and Governance



TRACKING AND PROGRESS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12. Build support for the RAP	<ul style="list-style-type: none">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.Six monthly status reporting to Board Risk and Community Committee.	January 2017 January 2017 30 September 2017 March and September 2017	General Manager Corporate Strategy and Governance
13. Review and refresh RAP	<ul style="list-style-type: none">Liaise with Reconciliation Australia to develop a new RAP based on learning, challenges and achievements.Submit draft RAP to Reconciliation Australia for formal review and endorsement.	January 2018	General Manager Corporate Strategy and Governance

CONTACT DETAILS

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