



INNOVATIVE RECONCILIATION ACTION PLAN

FEBRUARY 2019

MIA
SERVICES
GROUP[®]



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OUR CORPORATE COMMITMENT

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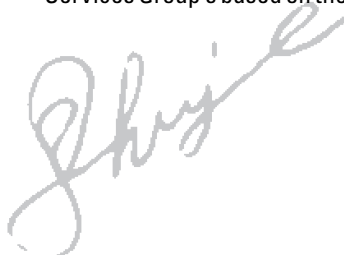
**MA Services Group recognise and acknowledge the Traditional owners of Australia.
We pay our respects to the Elders, past and present.**

MA Services Group prides itself on being recognised nationally and internationally for excellence in building respectful relationships that generate sustainable training and employment. I have committed to achieving tangible outcomes and increased responsibilities for all our staff, including Aboriginal and Torres Strait Islander employees.

Throughout our RAP, we are providing an improved strengthening of our capability and continuing the work already undertaken within MA Services Group's new structure that promotes professional relationships. We have aligned our focus to reflect the three key dimensions of the Reconciliation Australia framework – relationships, respect and opportunities.

Our RAP was established by encouraging communication through the existing relationships of the company's staff and their communities working with MA Services Group. This information was then mapped to form the reconciliation vision for whole of MA Services Group. I wait with anticipation to witness the positive impact the RAP will have on our company.

Our policies reinforce the equity and access for all Aboriginal and Torres Strait Islander People to engage in careers. We have implemented agreed actions that support delivery of services and programs to all Aboriginal and Torres Strait Islander people. The success of our RAP centres on Reconciliation Australia's unique approach in developing trusting, collaborative and supportive partnerships with Aboriginal and Torres Strait Islander People organisations, communities and MA Services Group's based on the respect of Australia's First People's sacred sites and special places.



Micky Ahuja,
Managing Director
MA Services Group



OUR VISION FOR RECONCILIATION

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Our vision for reconciliation centres on providing a supportive work environment, expanding the opportunities in both training and employment, for Aboriginal and Torres Strait Islander People. The objective is increased awareness among our personnel that providing opportunities, respecting Indigenous culture and building lasting relationships is a critical part of how we do business around Australia.

MA Services Group is committed in fostering a culturally appropriate and respectful ethos through encouraging the achievements of Indigenous Australians nationally. Our Reconciliation Action Plan will become an essential component in the holistic approach we have put in place to assist in supporting our staff in reaching a positive and successful outcome.

The Reconciliation Action Plan (RAP) will encourage and welcome the benefits of the collaborations between Aboriginal and Torres Strait Islander People and other Australians. Our RAP will include the national corporation by embracing and sharing cross-cultural awareness, and nurturing an environment which respects Aboriginal and Torres Strait Islander people, working towards addressing some of the historical misconceptions.

MA Services Group's training and employment strategies have a strong focus on community engagement, developing partnerships with Indigenous people, businesses and communities. MA Services Group provide assistance for Aboriginal and Torres Strait Islander students and staff to improve their career opportunities.



RELIABILITY, INTEGRITY, RESULTS

OUR BUSINESS MA SERVICES GROUP

RELIABILITY, INTEGRITY, RESULTS

MA Services Group (MASG) are a 100% Australian owned company, established in 2011, with demonstrated experience in providing end to end security solutions. MASG is committed to providing modern, fresh and professional security services with a high degree of customer service. Our team, comprises of experience security professionals, based Australia-wide and offers extensive knowledge and experience in all aspects of security.

MA Services Group has grown in the world of security services and with this expansion comes new and exciting challenges in the development of our inclusivity strategies. Our RAP is one of those strategies which is a high priority for the growth of our expansion into the Queensland market as well as the ongoing support required in the other states.

MA Services Group employs approximately 580 staff at this present time we engage around 1% (6 staff) of self-identified Indigenous People from the overall staff group. MA Services Group now employs over 580 employees nationwide and service 110 outdoor events, 120 major retail outlets and shopping centres, 33 venues and 80 industrial/ commercial clients.

MA Services Group has offices located in every major state of Australia, with head office being in Melbourne at Suite 2, 15-21 Butler Way, Tullamarine. Each state has its own operational resources that ultimately report back to Head Office in Melbourne. Our Business Support teams, including Administration, Finance, Compliance, the National Operations Centre (NOC) and Human Resources are also based in Melbourne and provide a shared support service to all offices and operational teams nationally.



OUR RECONCILIATION ACTION PLAN

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The Reconciliation Action Plan (RAP) aims to encourage the MA Services Group's commitment to engage in a comprehensive Indigenous Employment Strategy. The RAP will provide a guide to the future of our overall planning in both training and employment interactions with communities and strengthen our Indigenous communities.

MA Services Group champions for our RAP internally are the senior management team across all states. Key personnel, Angela Schmidt now National BD Manager with MA Services Group and Micky Ahuja the MD for MA Services Group work to grow the development of employment programs within previous businesses successfully driving a growth in Indigenous employment. This experience combined with our passion drives us to implement and commit to the RAP.

The working group include- Internal working group: Micky Ahuja (Managing Director) Jim Korras (GM - Operations), Angela Schmidt (National BD Manager) Aleisha Rudd (State Manager)

MASG has a strategic partnership with Indigenous Prospects which is a 100% Indigenous owned and run Training & Recruitment agency. We are actively seeking to provide security based training and career development opportunities for persons from indigenous backgrounds We are aiming for a minimum of 2.0% total hours worked on the project to be performed by indigenous security guards but are confident and willing to exceed this percentage target.

By working together it allows MA Services Group to explore how reconciliation can progress our organisational objectives that contribute toward reducing the national inequity gap between Aboriginal and Torres Strait Islander Peoples and non-Indigenous peoples. This will continue to promote an understanding of Aboriginal and Torres Strait Islander people, communities, cultures, heritage and aspirations within the organisation.



RELATIONSHIPS

RELATIONSHIPS

MA Services Group acknowledge that the respect shared regarding the rights of Aboriginal and Torres Strait Islander people, is felt both nationally and internationally and that the way to move forward is to implement a true to base philosophy of harmony and opportunity for all. Our approach reflected throughout our organisation is to provide a career pathway and seek fairness for Aboriginal and Torres Strait Islander people. To realise targets specified MA Services Group will depend on the effectiveness of this networking and relationship building.

We will mature our relationships at every level of our organisation nationally, state and locally. Our managers will undertake a more active role in talking with the elders and community members learning how to gain the knowledge to assist with the most appropriate means of meeting their needs.

MA Services Group will deliver a very positive place for Aboriginal and Torres Strait Islander People to learn in the workplace, developing strong relationships and community trust. It is all our responsibility to ensure that Aboriginal and Torres Strait Islander staff are supported in pursuing their aspirations and that non-Indigenous students and staff, domestic and international, are encouraged to develop an understanding of Indigenous cultures, languages and way of life.



RESPECT

RESPECT

MA Services Group recognises and acknowledges the Aboriginal and Torres Strait Islander Peoples, cultures, lands, waters, histories and rights of their heritage. MA Services Group believe this close association and sharing of knowledge will help our staff grow and learn more about the impact of the implementation of our RAP. We encourage the ownership of associated cultural events into our business and activities to support an increased understanding and appreciation of the local Aboriginal cultural protocols.



OPPORTUNITIES

OPPORTUNITIES

MA Services Group have extensive opportunities for Aboriginal and Torres Strait Islander peoples, within its core business activities —MA Services Group will include employment mentoring, professional development, retention programs, and training available for all Indigenous employees. Our core industry groups are open to all levels of employment skills and training for security services. Having the ability to job swap and career develop allows flexibility for all staff including Indigenous people the opportunity to grow into their chosen pathway. Learning and growing together will strengthen teams and encourage tolerance for others; this is our ethos in all aspects of our business.

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	RWG oversees the development, endorsement and launch of the RAP.	Aug-18	National Indigenous Consultant
	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG.	Aug-18	
	Meet at least twice per year to monitor and report on RAP implementation	30 Sept 1 March,	General Manager - Operations
	Establish Terms of Reference for the RWG.	Sep-18	Quality Manager
2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	Organise at least one internal event for NRW each year.	27 May –	CEO with advice from National Indigenous Managers & Representatives
	Register all NRW events via Reconciliation Australia's NRW website.	Jun-19	
	Support an external NRW event.	June 2018,2019	
	Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW.	June 2018,2019	

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
3. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	> Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.	Oct-18	
	> Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.	Nov-18	Angela Schmidt MA Services Group HR
	> Develop stronger connections with the Aboriginal and Torres Strait Islander communities through cultural awareness programs, including guest speakers	Dec-18	
	> Conduct A review of how the organisation is integrating the peer to peer program	Dec-18	
	> Maintaining respectful partnerships and employee relationships through a peer to peer program within the organisation	Dec-18	

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	> Develop and implement a strategy to communicate our RAP to all internal and external stakeholders.	Oct-18	
	> Promote reconciliation through ongoing active engagement with all stakeholders.	Oct-17	National & State Managers
	> Organise an event inviting corporate and industry to engage in dialogue with Aboriginal and Torres Strait Islander guests and share their successes.	Aug-18	
	> Promote and share our RAP progress with partner organisations, suppliers and customers	Dec-18	
	> Communicate quarterly updates to all staff on RAP progress	May-18	
	> Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion).	Aug-18	HR General Manager

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	> Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion).	Aug-18	HR General Manager & National Indigenous Manager
	> Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.	Jun-18	
	> Provide opportunities for RWG members, RAP champions, State managers and other key leadership staff to participate in cultural training.	Jul-19	
	> Provide employees at least one opportunity per quarter to participate in cultural education and awareness training.	Jan-19	
	> Provide new employees cultural awareness at induction.	Mar-18	
	> Develop and distribute a survey to all staff to assess the effectiveness of our cultural awareness training program	Jan-19	

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
6. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	> Develop, implement and communicate a new cultural protocol document for Welcome to Country and Acknowledgement of Country	Nov 2017	HR General Manager
	> Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships	April 2018	
	> Implement an Acknowledgement of Country at the commencement of all important internal and external meetings.	Sept 2017	General Manager & Managing Director
7. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week	> Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week.	July 2018	Quality Manager
	> Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in a community NAIDOC Week event.	June 2018-2019	
	> Provide opportunities for all staff to participate in NAIDOC Week activities.	July 2018-2019	
	> Consult with Aboriginal and Torres Strait Islander peoples to hold an internal or external NAIDOC Week event.	July 2018-2019	
	> Support an external NAIDOC Week community event.	July 2018-2019	
	> Contact our local NAIDOC Week Committee to discover events in our community.	July 2018-2019	

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	> Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.	Dec 2017	General Manager & Managing Director
	> Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention strategy.	May 2018	
	> Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.	June 2018	
	> Advertise all vacancies in Aboriginal and Torres Strait Islander media.	May 2018	
	> Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	Feb 2018	
	> Review the outcome timelines against the employment and engagement strategy for the Aboriginal and Torres Strait Islander people	May 2018	
	> Conduct a review of our employment strategy of Aboriginal and Torres Strait Islander peoples	May 2019	

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
9. Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation	> Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.	Feb 2018	Quality Manager
	> Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.	Nov 2018	
	> Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business.	Jan 2019	National BD Manager
	> Progress Supply Nation membership. Develop and pilot an Aboriginal and Torres Strait Islander procurement strategy. Investigate opportunities to partner with our local Indigenous Chamber of Commerce.	Feb 2019	
10. Provide pathways to employment for Aboriginal and Torres Strait Islander peoples and grow social enterprises to increase employment opportunities	> Engage an Aboriginal and Torres Strait Islander HR advisor Develop an Aboriginal and Torres Strait Islander professional mentoring network.	Jun 2018	General Manager & Managing Director
	> Develop a cultural mentoring network for existing staff and managers.	Mar 2018	
	> Investigate opportunities to increase pro bono activities.	July 2018	
	> Support scholarships for Aboriginal and Torres Strait Islander students.	Jan 2019	
	> Support Aboriginal and Torres Strait Islander leadership.	Sept 2018	HR Manager

ACTION PLAN

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
11. Report RAP achievements, challenges and learnings to Reconciliation Australia	> Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.	Sept 2018/2019	General Manager & Managing Director
	> Develop and implement systems and capability needs to track, measure and report on RAP	Aug 2018	HR Manager
12. Report RAP achievements, challenges and learnings internally and externally	> Publically report our RAP achievements, challenges and learnings.	Oct 2018	Managing Director & Quality Manager
13. Review, refresh and update RAP	> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	Nov 2018	Managing Director & Quality Manager
	> Send draft RAP to Reconciliation Australia for review and feedback.	Feb 2019	
	> Submit draft RAP to Reconciliation Australia for formal endorsement.	Aug 2019	

Contact details

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OUR INDUSTRIES

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