

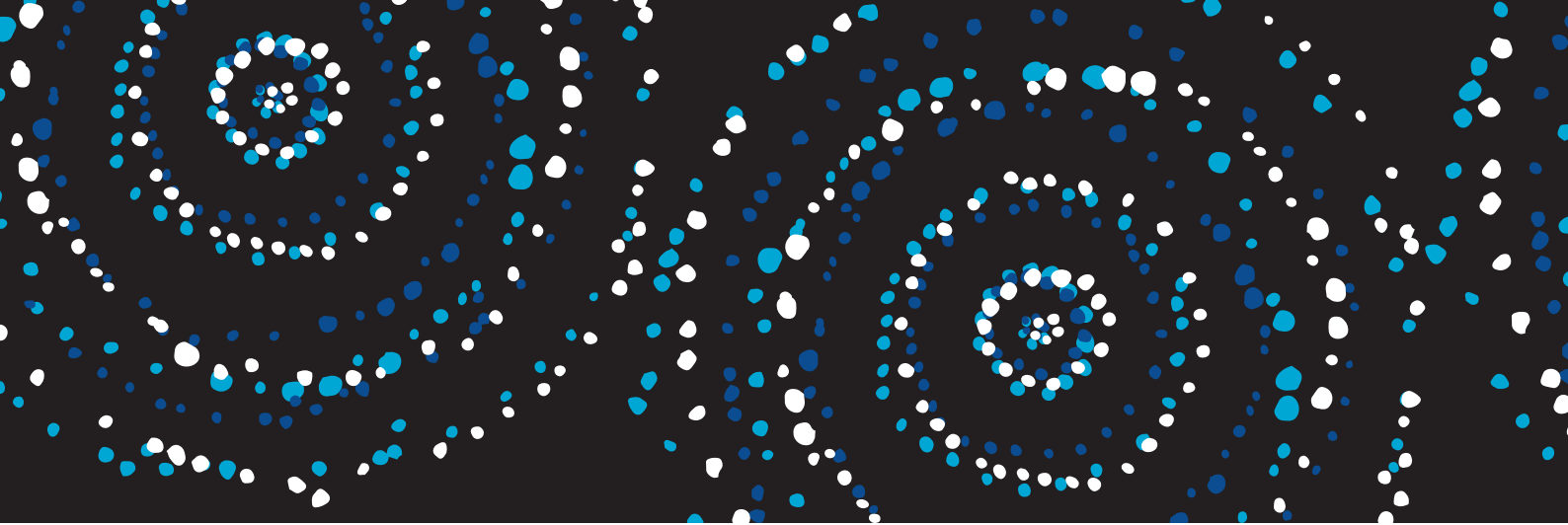


# Reflect

## Reconciliation Action Plan

May 2023 – November 2024





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# Acknowledgement of Country

**Hindmarsh Plumbing acknowledges the Traditional Owners of the country on which our head office is based, the Kurna People of the Adelaide Plains region. We respect their ongoing connections to land, sea and community and pay our respects to Elders past, present and future. We extend this respect to all Aboriginal and Torres Strait Islander peoples throughout Australia.**

**Hindmarsh Plumbing.**  
Trusted connections.

# Statement from CEO of Reconciliation Australia



Reconciliation Australia welcomes Hindmarsh Plumbing Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Hindmarsh Plumbing Services 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 Hindmarsh Plumbing Services 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 Hindmarsh Plumbing Services, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

**Karen Mundine**  
**Chief Executive Officer**  
**Reconciliation Australia**

# About the artist

## About the artist

Born in Mount Gambier, Gavin is a proud descendent of the Kokatha Mula people of the Western Desert in South Australia. Gavin also has Barnjarla ancestry through his maternal Grandmother, and ties to the Narrunga people of the Yorke Peninsula.

From a young age, Gavin embraced a love of colour and storytelling through art. Yet it wasn't until a friendly competition with his Indigenous Port Adelaide Football Club teammates to produce an artwork from their respective regions, that Gavin made the life changing decision to start painting.

## About the artwork

Gavin invites you to imagine you are sitting in the highest point of the universe looking down through the stars, to Country. From this vantage point, you will see a base colour of blue populated by stars, and floating forms representing the 50 year journey of Hindmarsh Plumbing, and their path into the future with a genuine commitment towards Reconciliation. The stars are grouped in circles, radiating out towards the edge of the artwork creating a ripple like effect across the night sky. This tells the story of how a single drop of water, can create real and lasting change, just as a genuine commitment towards reconciliation can create a ripple effect throughout society.





# Message from our General Manager

Hindmarsh Plumbing has a long history of working with diverse communities here in South Australia. In particular, we're proud of offering employment opportunities and career pathways for our people. We're connecting with First Nations peoples and are committed to building respectful, inclusive relationships with our First Nations communities.

Our Reconciliation Action Plan formalises our commitment to collaborating, learning and engaging with First Nations peoples. We're looking beyond the scope of offering employment opportunities and have taken steps already to diversify our supply chain. Supporting the economic independence of First Nations businesses aligns with economic autonomy, and we're promoting the procurement of goods and services from those businesses to our own suppliers as well. We've learnt that First Nations businesses support each other and are more likely to employ First Nations peoples, and we're doing our part to support this ecosystem of businesses locally and nationally.

The reconciliation Journey for Hindmarsh Plumbing is an important one of learning and growing. Our future will be driven by a diverse workforce where mutual respect is the foundation for a safe and stable work environment. Understanding and acknowledging First Nations peoples is paramount to this and an area where we can, collectively, better understand through education and acknowledgement.



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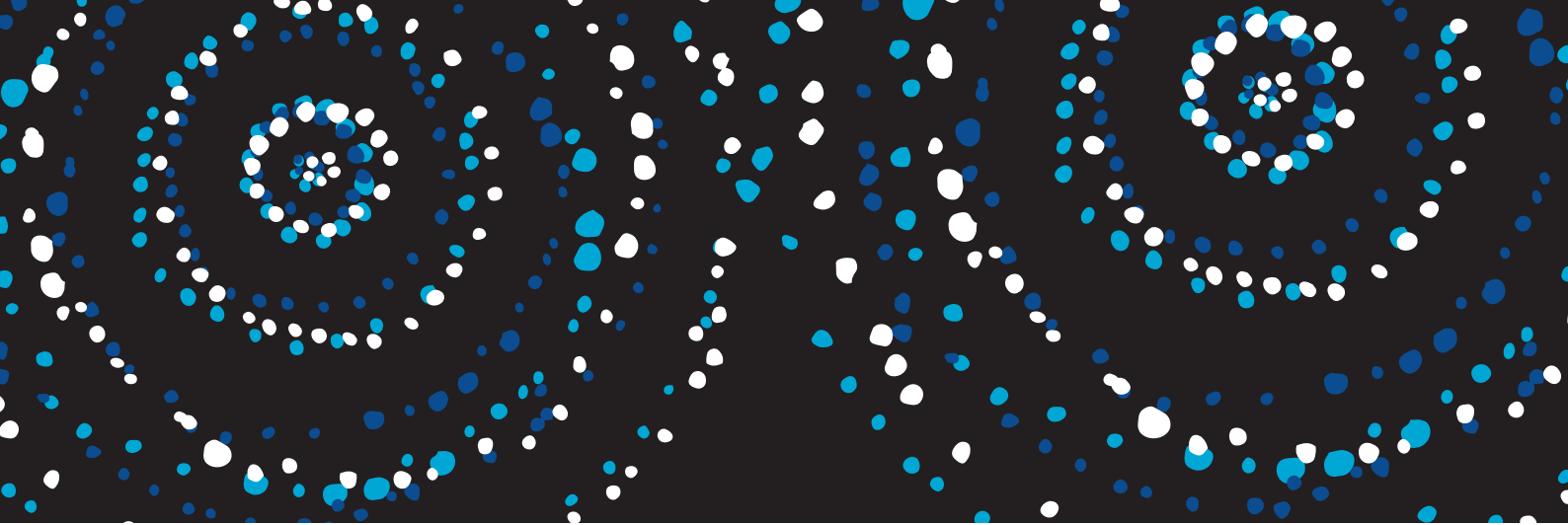


## Our business

Hindmarsh Plumbing was established in 1973, as a part of the Sarah Group, with its purpose is to deliver superior commercial plumbing services safely. Based in Hindmarsh with a secondary office based in the northern metropolitan Adelaide region, we pride ourselves on having the capacity to offer our services nationally. Our head office provides a fully equipped service site where our state of the art equipment and facilities gives our people the leading edge when working with our clients.

Hindmarsh Plumbing currently employs up to 150 people representing a broad range of roles in our organisation. Our First Nations employment rate currently represents 5.14% of our workforce and through this RAP, we will increase our understanding of how to create a culturally safe workplace and encourage stronger First Nations employment.





**Our vision** is to be the most trusted construction partner to deliver safe and hygienic water and gas infrastructure solutions. We are the integral link in complex project delivery by having the most technically capable team with a focus on quality, systems and industry leadership.

**Our experience** is extensive and incorporates both our Construction and Service Teams. It covers a variety of industries including defence, health and aged care, retail, education, retirement, hospitality, sporting venues, industrial and mechanical, offices and commercial and residential.

**Our people** deliver our services in a sustainable, environmentally friendly manner. We value our environment and our people are vigilant in minimising any disturbance or footprint they leave.

Hindmarsh Plumbing's investment in the communities where we live and work is exciting, diverse and rewarding. We support local and national charities, contribute time and resources to community projects and engage our First Nations communities when working within culturally sensitive areas.



# Our RAP

Our inaugural Reconciliation Action Plan (RAP) sets out our vision, goals and measurables for Hindmarsh Plumbing. We've started at the foundations of what we believe is important: addressing our individual cultural learnings and understanding. As we undertake activities such as Cultural Awareness training and engaging with First Nations communities directly, we are listening and learning...and our own journey is well underway. Having a better understanding of how our people can support and promote reconciliation in our workplace ensures we are all accountable, and we all have a responsibility to champion this.

Whilst reconciliation is everyone's responsibility, the implementation of our RAP will be monitored through our RAP Working Group (RWG). With members representing different aspects of our business, our RWG will track the progression of our RAP and promote reconciliatory activities for our people. Hindmarsh Plumbing is fortunate that Mr Parry Agius, with connections to Narungga, Adnyamathanha, Ngadjuri, Ngarrindjeri, Wirangu and Kurna Peoples, has joined our RAP Working Group. Parry has an outstanding track record of being a community leader, strategic thinker and cultural champion. Most importantly, Parry is a successful facilitator of bringing people together through inclusive engagement and we are grateful for the work he has done, and continues to do, in supporting our reconciliation journey.

We've embarked on a proactive reconciliation journey recently, with our RWG arranging for our people to undertake Cultural Awareness training as one of the foundational blocks of our journey. With sessions recently commencing, our focus now moves towards increasing First Nations workforce participation and supply chain diversification through sourcing products and services from First Nations businesses.

## Our RAP Working Group



### Parry Agius

As an inspiring and motivating leader, Parry encourages people to enjoy what they do in the workplace; be accountable for and take ownership of their work, become familiar with the environment they work in, and the important relationships they have with stakeholders. Parry has a strong background in community development and engagement, native title, natural resource management, and primary industries and has worked closely with all tiers of government and the private sector to promote reconciliation and support reconciliatory activities in the workplace and community.



### Patrick McKay

Patrick is a qualified Chartered Accountant with experience in a number of industries, as well as the public and private sector. Patrick feels strongly about inclusion for all people in society, and is excited about the impact that the Hindmarsh Plumbing RAP can have both in our workplace and beyond. He hopes that it contributes to and encourages a safe and understanding environment that allows our people to prosper and fulfil their ambitions.



### Lauren McIver

Within her role as HR Administrator at Hindmarsh Plumbing, Lauren endeavors to create a positive employee experience through the continuous improvement of workplace culture.

Lauren is passionate about providing career development pathways for our people and has played an active role in the coordination of Hindmarsh Plumbing's apprenticeship program.

Lauren's RAP vision is to foster a respectful and inclusive workplace culture that celebrates First Nations culture, promotes respect and reconciliation in the workplace and embraces each individual for their differences.

## Our RAP Champion



### Ben Harrington

Ben grew up in Adelaide, South Australia on Kaurna Country, and has spent time in Melbourne and Sydney working as part of a construction finance team. It was during this time that he had the opportunity to work more closely with First Nations people and spent time volunteering with the Literacy for Life Foundation. Ben is a positive advocate for reconciliation and promoting better cultural understanding of First Nations peoples, and champions various initiatives that contribute to improved socio-economic outcomes for those communities.



# Our partnerships/current activities

At Hindmarsh Plumbing, we've recently developed partnerships with a number of First Nations businesses and we'll continue to grow this into the future. We've observed that First Nations businesses often procure goods and services from other First Nations businesses, and we are proud to support this economic eco-system that has developed with First Nations business environment.



## Linking Futures

We've engaged Linking Futures to provide us with Cultural Awareness training, with our people already providing feedback of the invaluable lessons they've learned from attending.



## Anangu Communities Foundation

Anangu Communities Foundation has provided us with the opportunity to collaborate with the Traditional Custodians of the Ngaanyatjarra Pitjantjatjara Yankunytjatjara region of Central Australia, where we take pride working alongside First Nations owned businesses.



## Drivera Leasing and Hire

As a supplier of fleet vehicles and equipment, we're working with Drivera to identify fleet supply and support opportunities not only for our organisation, but to those in our supply chain too.



## RAW SA

RAW SA has helped with our First Nations employment, as we proudly host their first plumbing apprentice in South Australia. We're looking forward to further increasing our First Nations employment with RAW SA.



# Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	January 2024	General Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2023	General Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our people.	May 2023	Human Resources
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2023	General Manager
	Encourage and support people and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2023	General Manager
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all people.	January 2023	General Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	January 2023	Human Resources
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	January 2023	Human Resources
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	June 2023	Human Resources
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2023	Human Resources

# 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.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	June 2023	Human Resources
	Conduct a review of cultural learning needs within our organisation.	June 2023	Human Resources
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Research effective cultural learning strategies in similar organisations to understand best practise for our future cultural learning strategy	December 2023	Human Resources
	Increase our people's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2023	Human Resources
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our people about the meaning of NAIDOC Week.	June 2023	General Manager
	Introduce our people to NAIDOC Week by promoting external events in our local area.	July 2023	General Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2023	General Manager





# Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2023	General Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2023	Human Resources
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2023	Finance Manager
	Investigate Supply Nation membership.	June 2023	Finance Manager

# Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	March 2024	General Manager
	Review and update Terms of Reference for the RWG	March 2024	Human Resources
	Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	March 2024	General Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	May 2023	General Manager
	Engage senior leaders in the delivery of RAP commitments.	January 2023	General Manager
	Maintain a senior leader to champion our RAP internally.	January 2023	General Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Define appropriate systems and capability to track, measure and report on RAP commitments.	January 2023	Human Resources
	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.	June annually	General Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	General Manager
13. Continue our reconciliation journey by developing our next RAP.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	General Manager
	Register via Reconciliation Australia's website to begin developing our next RAP.	August 2024	General Manager



## Contact details:

**Patrick McKay**

M 0408 851 626

E [PMcKay@hindmarshplumbing.com.au](mailto:PMcKay@hindmarshplumbing.com.au)



**Hindmarsh Plumbing Services Pty Ltd**

ABN: 40 007 744 792

BLD: 18201

27 South Road  
Hindmarsh SA 5007 Australia

P 08 8403 8300

E [reception@hindmarshplumbing.com.au](mailto:reception@hindmarshplumbing.com.au)

[hindmarshplumbing.com.au](http://hindmarshplumbing.com.au)