

Reflect



RECONCILIATION
ACTION PLAN

REFLECT



Acknowledgement of Country

Herron Todd White acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, cultures, and communities.

We pay our respects to Elders, past, present, and emerging.



About the artist

Raymond Garrett is a proud Darumbal man from Rockhampton, Queensland. Ray is passionate about his country and educating future generations by sharing our nation's rich history through his art.

The painting developed for the Herron Todd White Reconciliation Action Plan (RAP) is called 'Our Journey', and symbolises Herron Todd White's connection to Darumbal country and the career and development pathways we will provide through our RAP.

Herron Todd White was founded in Rockhampton over 50 years ago and we are proud of our local heritage and the connections we have developed within our communities.

The artwork depicts the colorful Rainbow Serpent, nourishing Darumbal country and creating the Fitzroy River, the trees, plants and animals. Local country is symbolised through the traditional dot style background and rich brown earth that connects to the centre of the piece.

The footprints depict the pathways available for Aboriginal and Torres Strait Islander peoples to learn and develop to their full potential with Herron Todd White.



Herron Todd White

Message from the CEO of Reconciliation Australia

Reconciliation Australia welcomes Herron Todd White to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Herron Todd White joins a network of more than 1,100 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 over 2.3 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 Herron Todd White 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 Herron Todd White, 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



Our business

Herron Todd White is one of the largest independent property valuation and advisory groups in Australia. Our vision is to be the most respected and trusted property experts. We are committed to providing solutions of superior quality and value to help our clients reach their goals.

For more than 50 years Herron Todd White has been helping our clients make the most of their property assets. As specialists in valuations, our extensive experience, robust systems and absolute professionalism are second to none.

Our qualified and experienced staff work in the property market every day and provide professional services for all classes of property from individual residences and major development projects, to rural and agribusiness properties and corporate and government portfolios.

Herron Todd White employs over 900 employees in 64 offices located in all major metro and regional centres across Australia. We currently have two staff who have self-identified as Aboriginal and/or Torres Strait Islander.

At Herron Todd White we're proud of our continued investment and training which contributes to improving career pathways for young Australians. Around 10% of our workforce across Australia are trainees, equating to an investment of more than \$10M in people's futures.

Gary Brinkworth
Chief Executive Officer

Our Reconciliation Action Plan

Herron Todd White has a diverse footprint across the country and is deeply committed to a better future for all Australians.

We service 98% of the national landscape, and our people live and work across regional and remote Australian communities, experiencing natural disasters such as cyclones, floods and bushfires.

We are aware that our footprint places us in a position unique to many national businesses in that we reach a vast range of Australians, people of all ages, backgrounds and circumstances. The way in which we interact with those people has the ability to transform people's lives.

We pride ourselves for being an inclusive and diverse workforce and understand the importance each person's background can bring to our organisation. We want to fully utilise this reach to work with Aboriginal and Torres Strait Islander peoples and those in other minority communities throughout Australia. Our aim is to build a culturally safe environment where everyone appreciates the importance of each other's history and the diversity of the communities we serve.

Herron Todd White is committed to developing a respectful relationship with Aboriginal and Torres Strait Islander communities. This commitment will be entrenched in our 2021-2023 business strategic plan

to ensure that all employees, clients and stakeholders understand our vision.

Our RAP will be championed by our established leadership group. An internal working group will be formed which will consist of representatives across all facets of our business to ensure the implementation and ongoing commitment of the RAP.

The implementation of the Reflect RAP will be our first steps in the reconciliation journey.



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">Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	August 2021	General Manager, People & Governance, People & Culture Leaders and Entity Directors
	<ul style="list-style-type: none">Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	August 2021	General Manager, People & Governance
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none">Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	October 2021	General Manager, People & Governance, People & Culture Leaders
	<ul style="list-style-type: none">RAP Working Group members to participate in an external NRW event.	1 January 2022 - 3 June 2022	CEO, General Manager, People & Governance
	<ul style="list-style-type: none">Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	1 January 2022 - 3 June 2022	General Manager, People & Governance, People & Culture Leaders



Relationships (cont.)

Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all staff.	July 2021	CEO, General Manager, People & Governance, People & Culture Leaders
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2021	CEO, General Manager, People & Governance
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2021	CEO, General Manager, People & Governance
4. Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	December 2021	General Manager, People & Governance
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	December 2021	General Manager, People & Governance



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"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	September 2021	General Manager, People & Governance
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	September 2021	General Manager, People & Governance
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	September 2021	General Manager, People & Governance
	<ul style="list-style-type: none"> Increase employee's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	September 2021	General Manager, People & Governance, People & Culture Leaders, Entity Directors
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	July 2021	General Manager, People & Governance, People & Culture Leaders, Entity Directors
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2021	General Manager, People & Governance, People & Culture Leaders, Entity Directors
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	July 2021	General Manager, People & Governance



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.	December 2021	General Manager, People & Governance
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2021	General Manager, People & Governance
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.	February 2022	General Manager, People & Governance
	• Investigate Supply Nation membership.	February 2022	CEO, General Manager, People & Governance
10. Encourage and support Aboriginal and Torres Strait Islander students to pursue a career in property valuations.	• Offer two scholarships to Aboriginal and Torres Strait Islander students to complete undergraduate studies in Property Economics.	December 2021	CEO, General Manager, People & Governance
	• Offer work experience opportunities to Aboriginal and Torres Strait Islander year 11 and 12 students to work in our business to gain experiencing working in valuations.	December 2021	General Manager, People & Governance



Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form a RWG to govern RAP implementation.	August 2021	CEO, General Manager, People & Governance
	• Draft a Terms of Reference for the RWG.	September 2021	CEO, General Manager, People & Governance
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	October 2021	General Manager, People & Governance
12. Provide appropriate support or effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	September 2021	General Manager, People & Governance
	• Engage senior leaders in the delivery of RAP commitments.	September 2021	General Manager, People & Governance
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2021	General Manager, People & Governance



Governance (Cont.)

Action	Deliverable	Timeline	Responsibility
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none">Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	October 2021	General Manager, People & Governance
14. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none">Register via Reconciliation Australia's website to begin developing our next RAP.	February 2022	General Manager, People & Governance



Contact details

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