



RECONCILIATION  
ACTION PLAN

REFLECT

THE  
**GO2**  
PEOPLE

**Reflect Reconciliation  
Action Plan**

July 2023 – July 2024



**We acknowledge the Traditional Owners of the land across Australia on which we work and live. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and future, and we value Aboriginal and Torres Strait Islander histories, cultures, and knowledge.**

# Contents

|          |                                                                         |           |
|----------|-------------------------------------------------------------------------|-----------|
|          | <b>Our journey to date</b>                                              | <b>4</b>  |
|          | <b>Reconciliation Australia CEO Statement</b>                           | <b>6</b>  |
| <b>1</b> | <b>Our business</b>                                                     | <b>8</b>  |
| 1.1      | <i>Our offices</i>                                                      | 9         |
| <b>2</b> | <b>Our Reconciliation Action Plan</b>                                   | <b>10</b> |
| 2.1      | <i>Our objectives</i>                                                   | 10        |
| <b>3</b> | <b>Our commitment</b>                                                   | <b>11</b> |
| 3.1      | <i>Managing Director</i>                                                | 11        |
| 3.2      | <i>RAP Working Group</i>                                                | 11        |
| 3.3      | <i>All employees</i>                                                    | 11        |
| <b>4</b> | <b>Our Engagement Framework</b>                                         | <b>12</b> |
| <b>5</b> | <b>Our approach to Aboriginal and Torres Strait Islander engagement</b> | <b>13</b> |
| 5.1      | <i>Employment</i>                                                       | 13        |
| 5.2      | <i>Business development</i>                                             | 13        |
| 5.3      | <i>Cultural understanding and appreciation</i>                          | 13        |
| <b>6</b> | <b>Relationships</b>                                                    | <b>14</b> |
| <b>7</b> | <b>Respect</b>                                                          | <b>15</b> |
| <b>8</b> | <b>Opportunities</b>                                                    | <b>16</b> |
| <b>9</b> | <b>Governance</b>                                                       | <b>17</b> |
|          | <b>Contact</b>                                                          | <b>18</b> |

# Our journey to date

The GO2 People recognise the need to grow the Aboriginal and Torres Strait Islander employment participation rate, but more importantly to increase and highlight the use of Aboriginal and Torres Strait Islander business throughout Australia to promote Aboriginal and Torres Strait Islander role models and diversity across the community.

Our reconciliation journey to date been built off the back of solid foundations and efforts over the past 37 years:

- 1986**  
Ellen Cove (Albany) Employment Program > 50% Aboriginal and Torres Strait Islander Peoples' participation
- 1987-1988**  
Indigenous Employment Program - Mount Barker WA Participation
- 1988-1995**  
Indigenous Employment Programs - Albany, Kalgoorlie, Merredin, Gnowangerup, Katanning, Corrigin, Narrogin, Collie WA
- 1996**  
Indigenous Employment Program - Ellen Cove Board Walk Albany WA
- 1997**  
Manjimup Aboriginal and Torres Strait Islander Peoples' Corporation - Tourism and Hospitality Project
- 1997**  
Southern Aboriginal Corporation JV. City of Albany Foreshore redevelopment.
- 1997**  
Walitj Mud Brick Enterprise Project - Narrikup
- 1998**  
Recruitment commences for Fletcher International Abattoir Narrikup WA. (7% Aboriginal and Torres Strait Islander Peoples' employment rate, project nominated by the Commonwealth Government for the Prime Ministers award for Aboriginal Employment in 2000)
- 2000 - Ongoing**  
Aboriginal and Torres Strait Islander Peoples' School Based Traineeship Pilot Program Great Southern WA. (Up to 20 local Aboriginal and Torres Strait Islander Peoples' high school participants per year. Pilot program developed into another ASBT program of which The GO2 People currently participates in.)
- 2015 - Ongoing**  
Multiplex Constructions: Aboriginal and Torres Strait Islander Peoples' Apprentices & Labour Hire
- 2015 - Ongoing**  
Wirrpanda Foundation: Vocational Training and Educational Centre (VTEC)

- 
- 2016-2018**  
Community Development Employment Projects (CDEP): APY Lands
  - 2016 - Ongoing**  
Remote School Attendance (RSA): APY Lands
  - 2016 - Ongoing**  
Pindan Construction Aboriginal and Torres Strait Islander Peoples' Apprentices & Labour Hire
  - 2017 - Ongoing**  
Civmec Construction Aboriginal and Torres Strait Islander Peoples' Apprentices & Labour Hire
  - 2017 - Ongoing**  
Perkins Builders Aboriginal and Torres Strait Islander Peoples' Apprentices & Labour Hire
  - 2017 - Ongoing**  
John Holland Group Aboriginal and Torres Strait Islander Peoples' Apprentices & Labour Hire
  - 2017**  
Delivery of the 12-week participation program for young Indigenous participants who wish to gain employment and undertake training in the construction industry
  - 2018**  
Impact Services Joint Venture with Aboriginal and Torres Strait Islander Peoples' Business supplier
  - 2019**  
Optus Stadium STAY Program – Hospitality Traineeship Program
  - 2020**  
Targeted Pre-Employment Programs delivered through the Department of Education, Skills and Employment
  - 2021**  
NARA Workforce Solutions Joint Venture with Aboriginal and Torres Strait Islander Peoples' Business Leaders
  - 2023**  
Development of our Reconciliation Action Plan

# Reconciliation Australia CEO Statement

Reconciliation Australia welcomes GO2 People Australia to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

GO2 People Australia 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 GO2 People Australia 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 GO2 People Australia, 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





# 1. Our business

**The GO2 People (ASX: GO2) comprises GO2 Recruitment, Skill Hire and Hunter Executive. The GO2 People are a leading provider of vertically integrated recruitment and training services to industry throughout Australia.**

The GO2 People are headquartered in Perth and with a national footprint. Our work is centred on the development of an individual to maximise their potential for the future. We are a training provider registered by ASQA to deliver VET services, supplying staff and supporting the workforce through apprenticeships, traineeships, and pre-employment programs. We also provide a full suite of recruitment services, from short term labour hire placement to white collar retained executive search.

We empower those from all walks of life, no matter the challenges they may face. We are a community that believes in equal employment opportunity and gainful employment.

The GO2 People employ a total of 1153 people across Australia. We have 103 directly employed Staff overseeing our operations in WA, South Australia, Victoria and Queensland.

We currently engage 170 people in a Labour Hire Employment Arrangement within our GO2 Recruitment Business in WA and QLD as well as 852 Labour Hire Employees within the Skill Hire business in WA and SA.

At this time, we do not capture identifying information of our Labour Hire Employees so are unable to provide actual numbers of Aboriginal and/or Torres Strait Islander employees engaged within the businesses.



## 1.1 Our offices

The GO2 People currently have offices in the following locations:

|                           |                                                                             |
|---------------------------|-----------------------------------------------------------------------------|
| <b>Western Australia:</b> | Albany, Bunbury, Geraldton, Joondalup, Katanning, Narrogin, Northam, Perth. |
| <b>Queensland:</b>        | Brisbane.                                                                   |
| <b>NSW:</b>               | Sydney                                                                      |
| <b>Victoria:</b>          | Melbourne                                                                   |
| <b>South Australia:</b>   | Adelaide.                                                                   |



## 2. Our Reconciliation Action Plan

Our Reconciliation Action Plan (RAP) builds on the strong foundations of the framework of Reconciliation Australia.

### 2.1 Our objectives

Our objectives for internal and external stakeholder groups are:

#### Employees [internal]

To increase our employees' and subcontractors' understanding and appreciation of:

- Aboriginal and Torres Strait Islander cultures and the influence family and cultural factors may have on Aboriginal and Torres Strait Islander employees.
- the importance of the land for Aboriginal and Torres Strait Islander peoples.
- the importance of recognising and protecting significant cultural sites.

#### Aboriginal and Torres Strait Islander people and communities [external]

We will:

- provide employment opportunities to Aboriginal and Torres Strait Islander Peoples', focusing on providing capability upskilling and entry-level jobs to local long-term unemployed people.
- identify potential candidates and address barriers to employment through strong relationships at local and regional levels with Aboriginal and Torres Strait Islander Peoples' and other relevant organisations.
- provide long-term career pathways by delivering flexible and innovative training options for Aboriginal and Torres Strait Islander Peoples' who wish to pursue a career within the GO2 People Group of Companies
- create genuine business development opportunities for Aboriginal and Torres Strait Islander owned businesses to provide goods and services, with a particular focus on generating those opportunities for businesses that operate within our geographic footprint.
- support the development of local communities by implementing community initiatives that have a focus on health and wellbeing.

#### Clients [external]

To work with our clients to achieve shared aspirations for Aboriginal and Torres Strait Islander engagement and collaborate where possible to achieve desired outcomes.

# 3. Our commitment

The success of our RAP is dependent on gaining the support of our people from across the business group. To achieve this, the responsibility for developing and promoting our RAP is shared as follows:

## 3.1 Managing Director

The Managing Director of The GO2 People is our RAP Champion. As a sponsor, the Managing Director oversees the development and implementation of the RAP.

The Managing Director provides updates of the RAP's progress and the engagement achievements relating to Aboriginal and Torres Strait Islander Peoples' to employees using internal communication channels and champions the RAP to key external stakeholders.

## 3.2 RAP Working Group

The RAP Working Group is led by the Group Manager - Business Development & Marketing and representatives of our workforce.

They are responsible for maintaining the RAP and generating support for this plan in their areas of responsibility.

The Working Group meets biannually to consider the RAP's progress and refine actions as required.

### Role

---

Group Manager Business Development and Marketing

---

Managing Director - The GO2 People

---

General Manager - Growth Projects and Workforce Development

---

People, Culture and Compliance Manager

---

## 3.1 All employees

The GO2 People empowers all its employees across the Group to take a proactive role in promoting and advocating Aboriginal and Torres Strait Islander Peoples' engagement in all aspects of the business we conduct.

# 4. Our Engagement Framework

Our approach to supporting and engaging Indigenous people is underpinned by the following policy and framework:

**Participation Policy** - captures our intent to increase Aboriginal and Torres Strait Islander Peoples' engagement, involvement and participation across our workforce and provides the overall business direction to other relevant policies and plans.

**Reconciliation Action Plan (this plan)** - reiterates our recognition of the importance of Aboriginal and Torres Strait Islander Peoples' and the Traditional Owners of the lands we operate in and our commitment to:

- Build stronger relationships with Aboriginal and Torres Strait Islander Peoples'
- Further promote an understanding of Aboriginal and Torres Strait Islander culture
- Provide opportunities for employment and business development with Aboriginal and Torres Strait Islander operated businesses.

**Engagement Plan** - this specifically addresses our aims to:

- Identify and create employment opportunities for Aboriginal and Torres Strait Islander Peoples', particularly those from communities that are local to our operations.
- Increase retention by providing a mentor and other on-the-job support to Aboriginal and Torres Strait Islander employees.
- Develop training programs to create pathways for long-term, sustainable careers within the GO2 Group of Companies.

# 5. Our approach to Aboriginal and Torres Strait Islander engagement

Our support of Aboriginal and Torres Strait Islander Peoples', organisations and communities is grouped into three key areas:

## 5.1 Employment

We create employment and training opportunities and career development pathways to enable Aboriginal and Torres Strait Islander Peoples' to pursue rewarding and long-term careers with The GO2 People or one of our diverse Clients/Host Employers.

## 5.2 Business development

We encourage the creation and/or expansion of sustainable businesses that can provide goods and services to The GO2 People, its related entities, and other procurers.

Supply Nation provides Australia's largest national directory of verified Aboriginal and Torres Strait Islander businesses. The GO2 People continually monitors Supply Nation for suitable suppliers to undertake business development opportunities with.

## 5.3 Cultural understanding and appreciation

Using innovative approaches to improve the appreciation and knowledge by our employees - and when possible, of our Aboriginal and Torres Strait Islander employees and clients in local areas.

The GO2 People has provided several community support initiatives as per below:

- 'Welcome to Country' and 'Acknowledgement of Country' in public addresses
- We will support the local communities by recognising and engaging with the Traditional Owners on culturally significant days of celebrations, that includes:

| <b>Date</b>             | <b>Significance</b>                                |
|-------------------------|----------------------------------------------------|
| 13 February             | National Apology Anniversary                       |
| 19 March                | National Close the Gap Day                         |
| 21 March                | Harmony Day                                        |
| 26 May                  | National Sorry Day                                 |
| 27 May to 3 June        | National Reconciliation Week                       |
| 3 June                  | Mabo day                                           |
| First full week of July | NAIDOC Week (NRW week)                             |
| 4 August                | National Aboriginal Children's Day                 |
| 9 August                | UN International Day of World's Indigenous Peoples |
| 5 September             | Indigenous Literacy Day                            |

# 6. Relationships



**Establishing strong relationships with First Nations Australians is critical to meeting our corporate social responsibility and business aspirations.**

As a company that offers services across Australia, including in remote and regional areas – we have a responsibility to draw on the uniqueness and diversity of our business to make a real contribution to the economic and social health of Aboriginal and Torres Strait Islander peoples and their communities.

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

# 7. Respect



As a business that services clients in both regional and remote areas of Australia and across all states and territories, appreciating and respecting the Traditional Owners of the lands in which we operate is a fundamental operating requirement.

| Action                                                                                                                                                      | Deliverable                                                                                                                                                                              | Timeline                | Responsibility                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------------------------------------------------------|
| 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. | May 2024                | General Manager- Growth Projects and Workforce Development |
|                                                                                                                                                             | Conduct a review of cultural learning needs within our organisation.                                                                                                                     | May 2024                | People, Culture and Compliance Mgr                         |
| Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.                                                       | Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.                                               | May 2024                | People, Culture and Compliance Mgr                         |
|                                                                                                                                                             | Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.                         | May 2024                | People, Culture and Compliance Mgr                         |
| Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.                                                  | Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.                                                                                                | June 2024               | People, Culture and Compliance Mgr                         |
|                                                                                                                                                             | Introduce our staff to NAIDOC Week by promoting external events in our local area.                                                                                                       | June 2024               | People, Culture and Compliance Mgr                         |
|                                                                                                                                                             | RAP Working Group to participate in an external NAIDOC Week event.                                                                                                                       | First week in July 2023 | Managing Director                                          |

## 8. Opportunities



Due to the nature of our business to provide a gateway for employment, we can continue to offer jobs and create business opportunities to Aboriginal and Torres Strait Islander-owned businesses to deliver greater outcomes.

| Action                                                                                                                                | Deliverable                                                                                                                                           | Timeline      | Responsibility                                             |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|------------------------------------------------------------|
| 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.                                                 | May 2024      | General Manager- Growth Projects and Workforce Development |
|                                                                                                                                       | Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | May 2024      | People, Culture and Compliance Mgr                         |
| 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.                                                  | May 2024      | Group Manager Business Development and Marketing           |
|                                                                                                                                       | Investigate Supply Nation membership.                                                                                                                 | December 2023 | Group Manager Business Development and Marketing           |
|                                                                                                                                       | Investigate the addition of an Aboriginal and Torres Strait Islander Apprentice of the Year Category to the Annual Award Night                        | November 2023 | People, Culture and Compliance Mgr                         |

# 9. Governance



The Governance of this RAP is an integral part of ensuring our commitment to the Aboriginal and Torres Strait Islander People with whom we interact. It ensures we have the mechanisms in place to ensure we maximise those opportunities identified in this RAP whilst ensuring that we report accurately on its and our effectiveness.

| Action                                                                                                                                                                                                                 | Deliverable                                                                                                                                                             | Timeline          | Responsibility                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|---------------------------------------------------------|
| Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.                                                                                                                            | Maintain a RWG to govern RAP implementation.                                                                                                                            | July 2023         | Managing Director                                       |
|                                                                                                                                                                                                                        | Draft a Terms of Reference for the RWG.                                                                                                                                 | July 2023         | Managing Director<br>RAP Working Group                  |
|                                                                                                                                                                                                                        | Establish Aboriginal and Torres Strait Islander representation on the RWG.                                                                                              | April 2024        | People, Culture and Compliance Mgr                      |
| Provide appropriate support for effective implementation of RAP commitments.<br><br>Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally. | Define resource needs for RAP implementation.                                                                                                                           | July 2023         | RAP Working Group                                       |
|                                                                                                                                                                                                                        | Engage senior leaders in the delivery of RAP commitments.                                                                                                               | July 2023         | Managing Director                                       |
|                                                                                                                                                                                                                        | Maintain a senior leader to champion our RAP internally.                                                                                                                | July 2023         | Managing Director                                       |
|                                                                                                                                                                                                                        | Define appropriate systems and capability to track, measure and report on RAP commitments.                                                                              | July 2023         | Managing Director<br>People, Culture and Compliance Mgr |
|                                                                                                                                                                                                                        | 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     | People, Culture and Compliance Mgr                      |
|                                                                                                                                                                                                                        | Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.                                                 | August 2023       | People, Culture and Compliance Mgr                      |
|                                                                                                                                                                                                                        | Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.                                                                        | 30 September 2023 | People, Culture and Compliance Mgr                      |
| Continue our reconciliation journey by developing our next RAP.                                                                                                                                                        | Register via Reconciliation Australia's website to begin developing our next RAP.                                                                                       | September 2023    | Group Manager<br>Business Development and Marketing     |

# Contact

For information regarding Aboriginal and Torres Strait Islander engagement and The GO2 People RAP please contact:

**Shawn Murphy Managing Director**

Unit 3, 271 Berkshire Road Forrestfield WA 6058

T: 08 9376 2800

E: [shawn.murphy@thego2group.com.au](mailto:shawn.murphy@thego2group.com.au)



