



Reflect Reconciliation Action Plan



Our Artist

Perth born and Queensland raised, Zoe Raymond is a proud Yindjibarndi / Pinikura woman; living and working on Turrbal / Jagera country in Brisbane, Queensland.

Zoe is a self-taught Aboriginal artist from the age of 10 years old. She takes pride in working with clients to create memorable pieces that capture stories that are individual to them.

Specialising in commissioned pieces for a variety of clients, including the footer design below, her portfolio includes canvas pieces, corporate pieces, sport jersey designs and murals that can be seen displayed around many locations within Australia.

'Wardirra' comes from the Yindjibarndi language meaning 'Woman'.

Coming Together

Our artwork is a representation of the corroboree story uniting people from different places coming together to form a family that supports and spreads the family message. The symbols represent the many customers and owners and staff all coming together and sharing stories and then taking those stories away to their family.



Artist - Zoe Raymond



Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

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

Office Brands 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 Office Brands 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 Office Brands, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



Karen Mundine
Portrait by Joseph Mayers



Acknowledgement Of Country

We would like to acknowledge the Guringai people, the traditional custodians of the land on which we meet today that is now called Ku-ring-gai, and pay my respects to Elders past and present and those emerging.



Our business

Office Brands (OB) exists to deliver small independent businesses big business capabilities. We strive to deliver our members the strength of network with the power of independence. We support independent dealers to be competitive with big buying power, international procurement, differentiated marketing resources, flexible IT solutions and support services.

With two brands Office National, Office Products Depot and an unbranded model named O net, Office Brands is the largest independent business supplies dealer group in Australia with over 160 locations, delivering our dealers the strength of network with the power of independence. We are a public unlisted company, operating under ASICS requirements of the corporations Act. You can find out more about our governance [HERE](#)

The current climate precipitates the need to set ourselves apart from the competition. We are innovative, adaptable, and adept at providing high quality products and services. However, we must continually critically review and assess what we do and how we do it to ensure we can adapt and stay relevant. Improving on the relationships and standards, monitoring industry trends, and striving toward excellence will elevate all of us.

Looking ahead, the breadth and depth of the knowledge that we have at Office Brands and our ability to provide a comprehensive range of services have never been more important. There has never been a more pressing need to deliver wider assurance and continually build trust and credibility through transparent interactions.

In this role we have Stakeholders and Shareholders, Stakeholders have a vested interest in the success of Office Brands. Shareholders are partial owners of Office Brands and are focused on ROI. Our Shareholders are also Stakeholders.

For today's value-minded Directors and executives, creating value cannot be limited to simply maximising today's share price. Rather, the evidence points to a better objective: maximising a company's value to its shareholders, now and in the future. This includes recognising our need to reconcile with Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. One of the six pillars of our strategy is Governance, Corporate Social Responsibility - Overseeing of corporate governance, social and environmental risk management, and CSR performance to ensure that long term shareholder and stakeholder interests are protected and promoted. We consider our 'Aboriginal and Torres Strait Islander', Peoples of Australia' members and communities as key stakeholders in the future of Office Brands. Under this pillar we have committed to:



Reconciliation Statement

We will... · Complete a genuine Reconciliation Action Plan, supported by authentic 'Aboriginal and Torres Strait Islander peoples, product range options for our members. · Offer an annual traineeship opportunity for an 'Aboriginal and/or Torres Strait Islander at support office to bridge the gap and facilitate the option of traineeships across our membership. We then intend to provide the tools for our members to assist with offering 'Aboriginal and Torres Strait Islander people traineeships and employment across the country. · Complete an audit of our carbon impact and provide and implement an action plan to reduce our impact over the next 2 years. Demonstrating our respect of the connection to respect of land, sea, and community. We are aligning our practices to take what we need and be good stewards of the environment to only take what we need. Respect connection to country – We are aware of our carbon impact and have commenced reviewing ways to reduce our carbon footprint. We have recently recruited a team member with education and experience in sustainability to assist us on this path. We have just ordered multiple recycling bins and a process from Supply Aus. to commence our responsible waste management from the office perspective.

We are exploring how we can expand this recycling initiative not only for our members use but for their customers.

· Include the procurement of an upcycled and circular economy range across our categories, increasing the number of products sourced from sustainable resources.

We will do this by Living our values to deliver on our Vision Mission and Purpose.



Closing the gap

Following our Mission, Vision Purpose, and Values we are committed to assisting our members to navigate new innovative systems and to develop the workforces of the future whilst challenging everyone to rethink and reconfigure their businesses for a changed world. This requires profound changes, from adopting new organisational models to overhauling mindsets and even altering our own business ecosystem. This will take courage, a willingness to take risks and unwavering determination.

We currently have one identified 'Aboriginal and/or Torres Strait Islander' team members identified at our Support Office, we do have 3 members that identify as 'Aboriginal and/or Torres Strait Islander' people, and also an additional 7 staff of our members at this time.

During our RAP process, we would like to discuss the appropriate way to request and record voluntary identification of 'Aboriginal and Torres Strait Islander' people and we will continue to seek guidance on best practice in this space.

Closing the Gap acknowledges the ongoing strength and resilience of Aboriginal and Torres Strait Islander people in sustaining the world's oldest living cultures.

Closing the Gap is underpinned by the belief that when Aboriginal and Torres Strait Islander people have a genuine say in the design and delivery of policies, programs and services that affect them, better life outcomes are achieved. It also recognises that structural change in the way governments work with Aboriginal and Torres Strait Islander people is needed to close the gap.

All Australian governments are working with Aboriginal and Torres Strait Islander people, their communities, organisations and businesses to implement the new [National Agreement](#) on Closing the Gap at the national, state and territory, and local levels.

This is an unprecedented shift in the way governments have previously worked to close the gap. It acknowledges that to close the gap, Aboriginal and Torres Strait Islander people must determine, drive, and own the desired outcomes, alongside all governments.

This new way of working requires governments to build on the strong foundations Aboriginal and Torres Strait Islander people have, through their deep connection to family, community, and culture.

[Implementation Plans](#) have been developed and delivered by each party to the National Agreement, in partnership with Aboriginal and Torres Strait Islander partners. They set out how policies and programs are aligned to the National Agreement and what actions will be taken to achieve the Priority Reforms and outcomes.



Our Reconciliation journey so far:

At its heart, reconciliation is about strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-indigenous people, for the benefit of all Australians.

For Aboriginal and Torres Strait Islander peoples, Australia's colonial history is characterised by devastating land dispossession, violence, and racism. Over the last half-century, however, many significant steps towards reconciliation have been taken.

Reconciliation is an ongoing journey that reminds us that while generations of Australians have fought hard for meaningful change, future gains are likely to take just as much, if not more, effort.

In a just, equitable and reconciled Australia, Aboriginal and Torres Strait Islander children will have the same life chances and choices as non-indigenous children, and the length and quality of a person's life will not be determined by their racial background.

Reconciliation Australia references their vision of reconciliation is based and measured on five dimensions: historical acceptance; race relations; equality and equity; institutional integrity and unity.

These five dimensions do not exist in isolation but are interrelated. Reconciliation cannot be seen as a single issue or agenda; the contemporary definition of reconciliation must weave all these threads together. For example, greater historical acceptance of the wrongs done to Aboriginal and Torres Strait Islander peoples can lead to improved race relations, which in turn leads to greater equality and equity. We aim to assist in these 5 key areas.

We are aiming for maximum collaboration and consultation, we have ensured the inclusion of 'Aboriginal and Torres Strait Islander'-people on our RAP working group and we have committed to our values of Trust and Ethics, Respect, Fairness, and support in this process.

We are taking a leadership position for our members and our industry, we want to demonstrate the value in preparing and delivering a RAP, so our members can take the next steps in their journey of connecting with local 'Aboriginal and Torres Strait Islander', communities and developing reconciliation tools within that relationship.

To demonstrate our commitment to this important milestone our CHIEF EXECUTIVE OFFICER will be nominated as the RAP champion.

At our 2022 conference and EXPO, we sought a genuine welcome to Country through our new relationship with the Murri Chamber of Commerce.

- We paid for the services of a local Aboriginal Engaging and acknowledging a need for an authentic auditable trail.
- We are also making a public statement of our intent for the reconciliation action plan in our 2023 corporate catalogue.
- Office Brand Board of Directors discussed the timely issue of a voice to parliament at their December Board meeting and have identified the need to be more closely involved with the RAP. We are working with the Chair of Murri Chamber to ensure we can connect with the newly established FACCI, and we will consider financial support as a founding partner.
- We have formed relationships with 'Aboriginal and Torres Strait Islander', business owners from companies like Supply Nation, Yendi Chairs, Gulbari, Munga work wear and more.
- We have altered our tick box approach to authentic change mandate,
- We continue to promote 'Aboriginal and Torres Strait Islander', products and businesses as we look to credibly identify genuine providers in this space.
- We have opened and completed an indigenous supply tender process and will work with these tenderers in areas where they may need assistance to grow their business, not just reject them based on not being 100% ready and able.



Our partnerships/current activities

•Community partnerships

We will identify our local community and reach out for cultural awareness training for our team, this will assist us when building our tool kit for members on how to reach out to the correct genuine contact points in their community.

• Internal activities/initiatives

1.NAIDOC and participation via socials
2.Supply Nation – previous relationship ended; OB CHIEF EXECUTIVE OFFICER has reached out to Supply Nation CHIEF EXECUTIVE OFFICER to reconcile.

- Working to be founding funding partner with (National Indigenous Council of Australia)NIBCA – awaiting their (Deductible Gift recipient Status)DGR status or if they are going to utilise the old FACCI status.

RAP Working Group

Adam Joy - Chief Executive Officer

Rob Surya - Chief Financial Officer/HR

Craig Matthews - Chief Merchandise Officer

Steve Kennedy - National Operations Manager

Ravindra Seepersad - National Procurement Manager

Mellisa Molenaar - Change and Transformation Coordinator



Relationships

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



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.	December 2023	NATIONAL OPERATIONS MANAGER
	Conduct a review of cultural learning needs within our organisation.	December 2023	CHIEF MERCHANDISE OFFICER
6. 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.	September 2023	CHANGE AND TRANSFORMATION LEAD
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2023	CHANGE AND TRANSFORMATION LEAD
7. 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	CHANGE AND TRANSFORMATION LEAD
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	CHIEF MERCHANDISE OFFICER
	RAP Working Group to participate in an external NAIDOC Week event.	June 2024	CHIEF MERCHANDISE OFFICER



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.	March 2024	CHIEF FINANCIAL OFFICER
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2024	CHIEF FINANCIAL OFFICER / HR
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.	March 2024	NATIONAL PROCUREMENT MANAGER
	Investigate Supply Nation membership.	December 2024	CHIEF EXECUTIVE OFFICER



Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	September 2023	CHIEF EXECUTIVE OFFICER
	Draft a Terms of Reference for the RWG.	September 2023	CHIEF EXECUTIVE OFFICER
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	September 2023	CHIEF EXECUTIVE OFFICER
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	September 2023	CHIEF EXECUTIVE OFFICER
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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	CHIEF MERCHANDISE OFFICER
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	CHIEF MERCHANDISE OFFICER
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. Also Include in our Annual Report	30 September, annually	CHIEF MERCHANDISE OFFICER
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2024	CHIEF MERCHANDISE OFFICER





Contact for public enquiries about our RAP

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