



Reflect Reconciliation Action Plan.

September 2022 – September 2023



RECONCILIATION
ACTION PLAN

REFLECT



Partners in Excellence.



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(02) 6282 9111

Our RAP Artwork.



Our Journey | Artist: Lani Balzan

Our RAP Artwork.



About the Piece

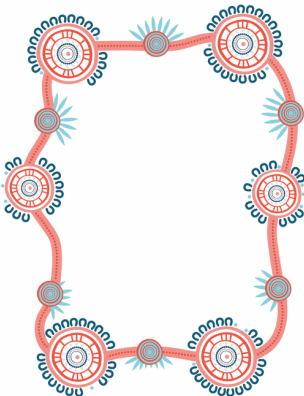
Centerpiece



The artwork represents Interaction's journey to reconciliation through driving global positive change and enhancing wellbeing, through consultancy excellence and innovation. I wanted it to symbolise the importance of reconciliation and how Interaction is proud of its journey towards its future – just as I was proud in having the opportunity to create this piece.

The centre of the artwork represents the Interaction's connection and commitment to its reconciliation journey. The symbols surrounding the centre signify the coming together of people and the business.

Values, Journey and Pathways



The outside pathways represent the connection of the Interaction team and the company values, these values are: Mindful, Innovative, Collaborative, Courageous, and Of service, which are represented as meeting places within the pathways. The smaller rings on the pathways represent the future within the values and the team.

The blue rings represent the 28 years of service which are scattered throughout the artwork.

The other design element throughout the artwork represents the landscape Interaction is based - Ngunnawal Country - Canberra, Australia. I've included the colours of Interaction throughout the piece.

Years of service symbol



This artwork is a reflection of the journey that Interaction will take in building and connecting with Aboriginal and Torres Strait Islander people.

-Lani Balzan

Our RAP Artwork.

About the Artist

Lani Balzan is a proud Aboriginal woman from the Wiradjuri people of the three-river tribe. Her family originates from Mudgee but she grew up all over Australia and lived in many different towns. She now calls the Illawarra home. Lani is a nationally recognised Aboriginal Artist, and has been creating art for over 10 years and has had continued success across the country. One of her biggest goals and inspirations with creating her artwork is to develop a better connection to her culture and to continue to work towards reconciliation; bringing people and communities together to learn about what amazing culture we have here in Australia.



Acknowledgement of Country.

Interaction Consulting Group acknowledges the Traditional Custodians of Canberra and celebrates their ongoing cultures and contribution to the ACT and region. We also acknowledge that many other Aboriginal and Torres Strait Islander peoples from across Australia have now made Canberra their home and we also acknowledge and celebrate their cultures and diversity and their contribution to the ACT and region.

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



Interaction is proud to be working in **Ngunnawal Country**.
Our local greeting is '**Yumalundi**'.

Our Business.

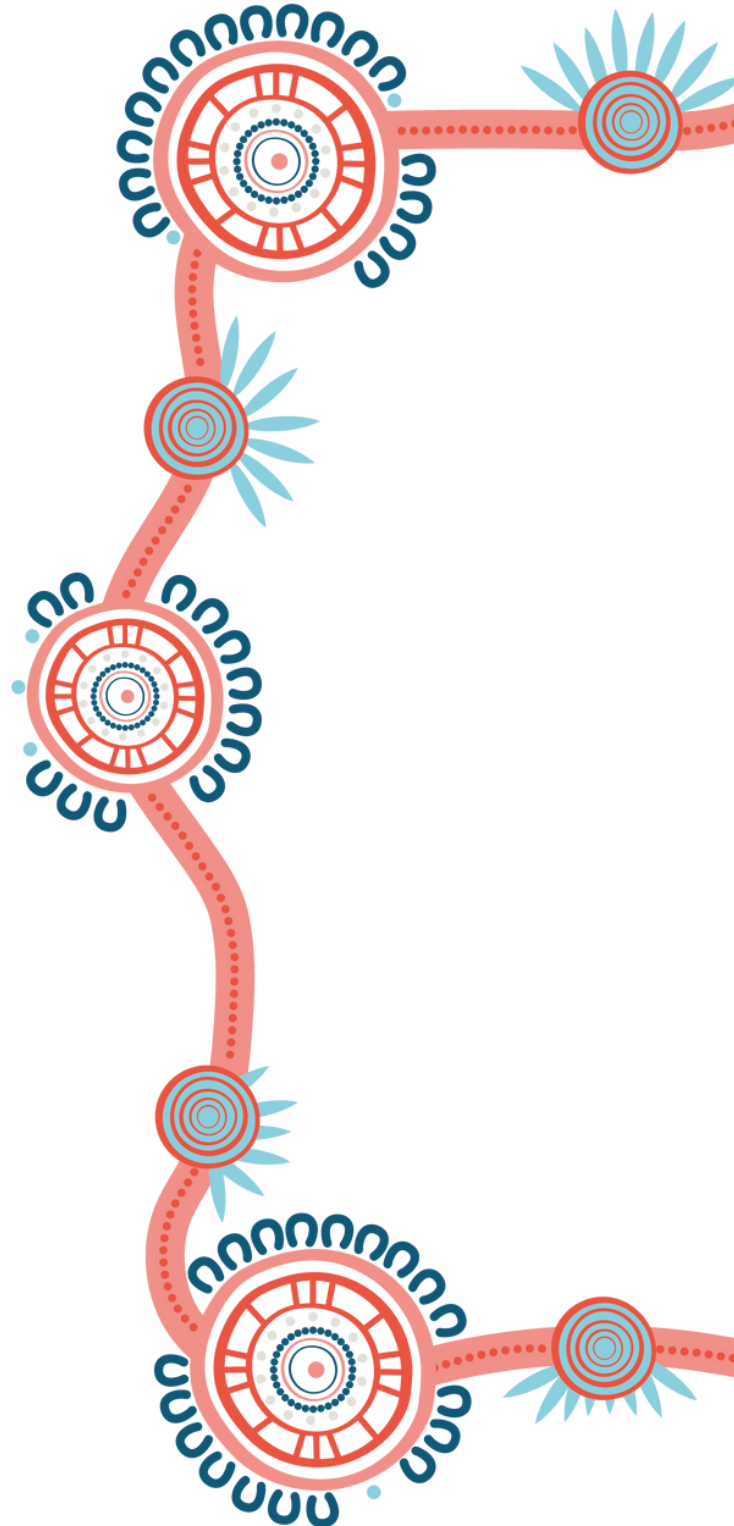
Interaction is a leading and award-winning consultancy with a proven track record of supporting organisational improvement and transformation through contemporary and innovative solutions. We partner with individuals, teams and organisations to improve the way they work and to build the skills and confidence to navigate change, realise goals and achieve excellence.

We are an authentically values-driven Company and we are proud of our 28 years of service, partnering with clients to:

- facilitate organisational change and important conversations
- identify and articulate strategic priorities
- empower teams through learning and development
- provide resources and consultation on projects
- deliver qualifications as a Registered Training Organisation
- coach individuals, teams and groups to success
- share our wellbeing expertise.

Interaction employs 14 people. We are currently unaware of any staff who identify as an Aboriginal and/or Torres Strait Islander person. We encourage employment and professional development opportunities for Aboriginal and Torres Strait Islander people at Interaction.

Our Company Purpose is to drive global positive change and enhance well-being through consultancy excellence and innovation.



Our Values.

Innovative

We adapt and stay current, welcome new opportunities with excitement, and consider how the path less travelled offers new solutions.

Mindful

We pause to take stock of our words and actions, and the impact they have on the people around us.

Collaborative

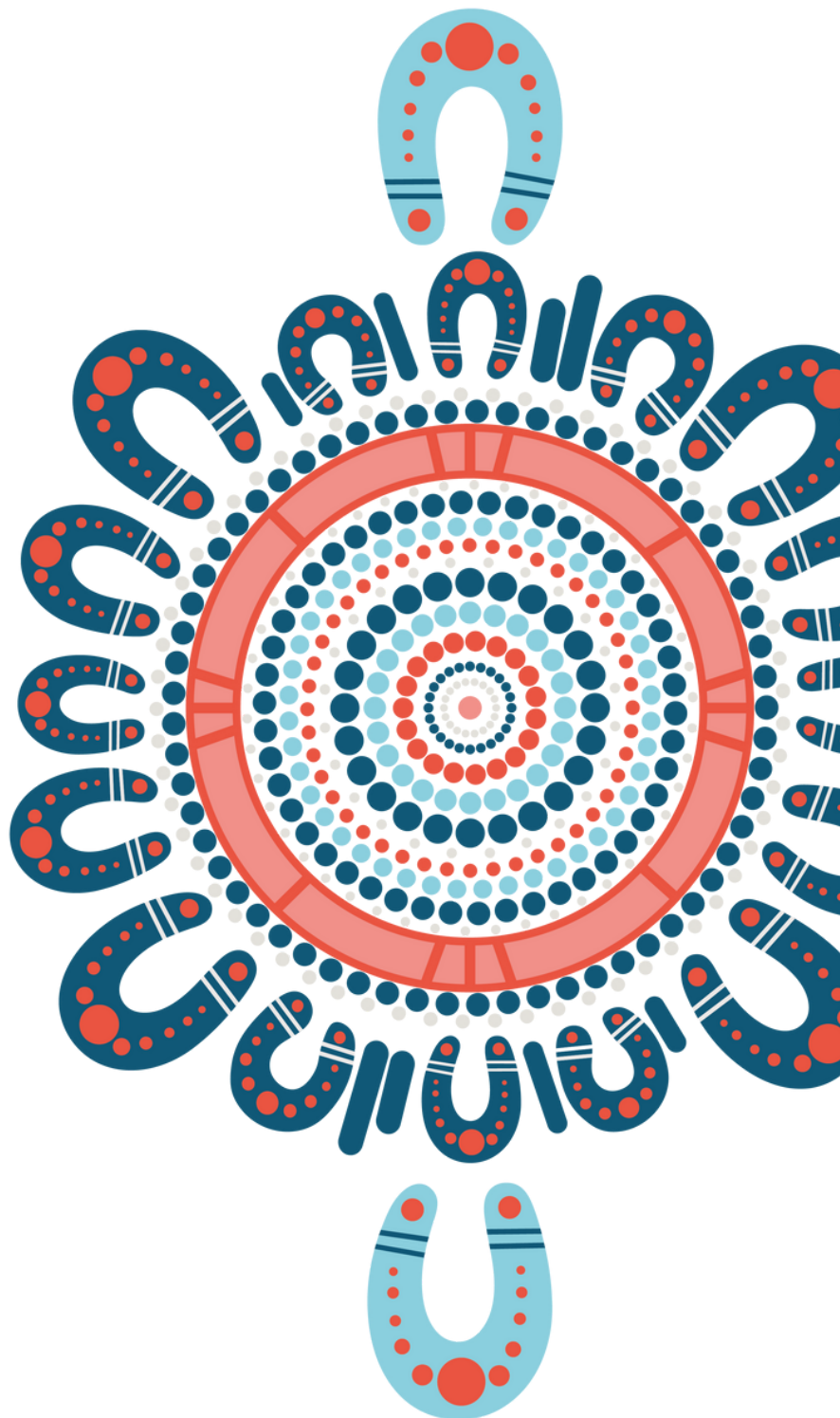
We recognise the value of teamwork and shared ideas.

Of Service

We give of ourselves to our colleagues, clients, and community.

Courageous

We lean into discomfort, taking fast and confident action.





Our RAP.

The Interaction Consulting Group (Interaction) is seeking to formalise its commitment to reconciliation by developing a Reconciliation Action Plan (RAP).

Developing a RAP will demonstrate the organisation's commitment to reconciliation, provide inspiration for other organisations to develop their own RAPs and ensure Interaction is consistent with other organisations operating in the community. We aim to set a good example and we look forward to publicly promoting our achievements, interactions and relationships with Aboriginal and Torres Strait Islander communities.

Interaction intends to implement its RAP in collaboration with the RAP working group, all Interaction staff and other stakeholders.

The HR & Business Manager will act as RAP Champion to drive internal engagement and awareness of the RAP.

Our RAP Working Group (RWG)

Gareth Norman – Chief Executive Officer

Tammi Perelson – HR & Business Manager

Royce Burton – Digital Transformation & Marketing Manager

Olivia Symons – Research Intern



Our Partnerships and Current Activities.

Interaction has commenced its journey towards reconciliation with Aboriginal and Torres Strait Islander peoples.

In recent years Interaction staff has participated in professional development training, delivered in partnership with Aboriginal and Torres Strait Islander peoples, to identify best practices, and generate ideas towards achieving true and meaningful reconciliation.

As an organisation, Interaction has facilitated workshops and forums to further equip organisations and their staff with the necessary knowledge and skills of appropriate cultural responses in managing and sustaining tenancies with Aboriginal and Torres Strait Islander peoples.

Interaction regularly shares best practice case studies and any associated resources with organisations/groups/ individuals to enhance their capability in delivering services and enabling better outcomes to be realised by Aboriginal and Torres Strait Islander peoples within the community.

1. Relationships.



Action	Deliverable	Timeline	Responsibility
1.1 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.	September 2022	RAP Officer
	Research best practices and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2022	RAP Officer
1.2 Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	RAP Officer Marketing Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2023	CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2023	Finance Officer CEO
1.3 Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	September 2022	HR Manager CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2022	CEO RAP Officer
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2022	CEO RAP Officer
1.4 Promote positive race relations through anti-discrimination strategies.	Research best practices and policies in areas of race relations and anti-discrimination.	September 2022	RAP Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2022	RAP Officer HR Manager
1.5 Raise internal and external awareness of our RAP to promote reconciliation across the business community.	Develop and implement a strategy to communicate our RAP to all internal and external stakeholders.	September 2022	RAP Officer Marketing Manager
	Raise awareness of Reconciliation Australia and the RAP process to encourage stakeholders to develop their own RAP.	September 2022	RAP Officer CEO

2. Respect

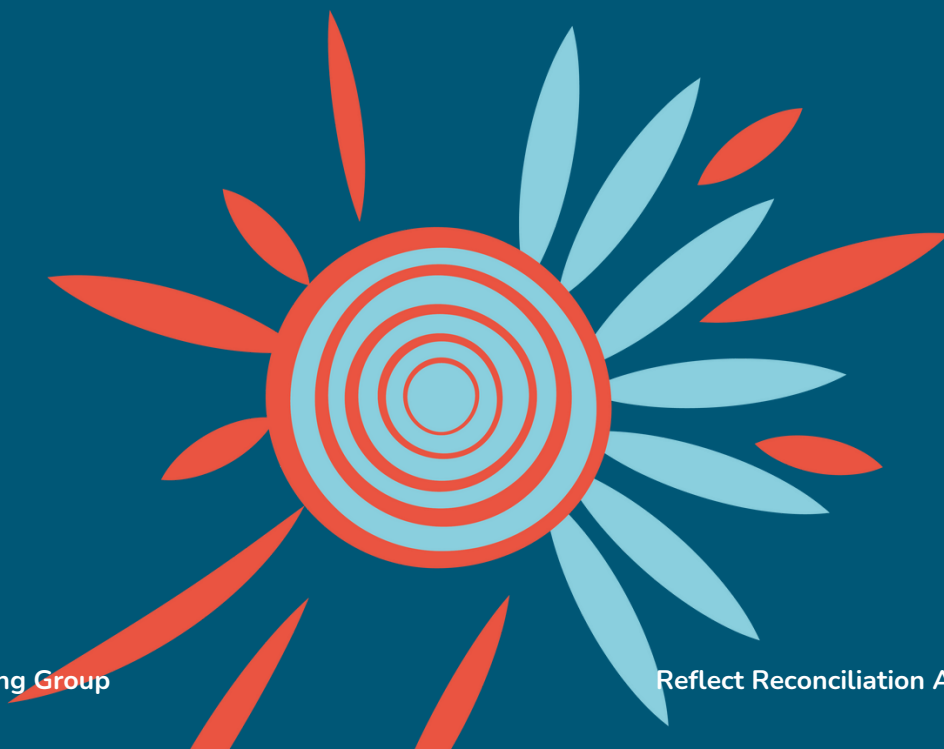


Action	Deliverable	Timeline	Responsibility
2.1 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	November 2022	RAP Officer
	Conduct a review of cultural learning needs within our organisation.	September 2022	RAP Officer
2.2 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.	October 2022	Finance Officer RAP Officer
	Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2022	CEO
2.3 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 2023	Marketing Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	HR Manager Marketing Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2023	RAP Officer Research Intern

3. Opportunities



Action	Deliverable	Timeline	Responsibility
3.1 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.	February 2023	RAP Officer HR Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2023	CEO
3.2 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case from Aboriginal and Torres Strait Islander owned businesses to form strategic business alignments.	March 2023	RAP Officer
	Investigate membership of other like-minded organisations.	March 2023	RAP Officer Research Intern
	Develop and communicate to staff a list of Aboriginal and Torres Strait Islander owned businesses that can be used to procure goods and services.	April 2023	RAP Officer HR Manager
3.3 Disseminate information to stakeholders that celebrates and acknowledges Aboriginal and Torres Strait Islander peoples.	Create a minimum of four social media posts celebrating and acknowledging Aboriginal and Torres Strait Islander peoples.	January 2023	Marketing Manager
	Promote our RAP plan on our company website.	January 2023	Marketing Manager



4. Governance



Action	Deliverable	Timeline	Responsibility
4.1 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	September 2022	RAP Officer
	Draft Terms of Reference for the RWG.	September 2022	RAP Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	September 2022	RAP Officer HR Manager
4.2 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	September 2022	CEO
	Engage senior leaders in the delivery of RAP commitments.	September 2022	Finance Officer
	Appoint a senior leader to champion our RAP internally.	September 2022	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2022	RAP Officer CEO
4.3 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	RAP Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August, annually	RAP Officer
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia	30 September, annually	RAP Officer
4.4 Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	June 2023	RAP Officer



For further information please contact our RAP Officer:

Tammi Perelson - HR & Business Manager
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