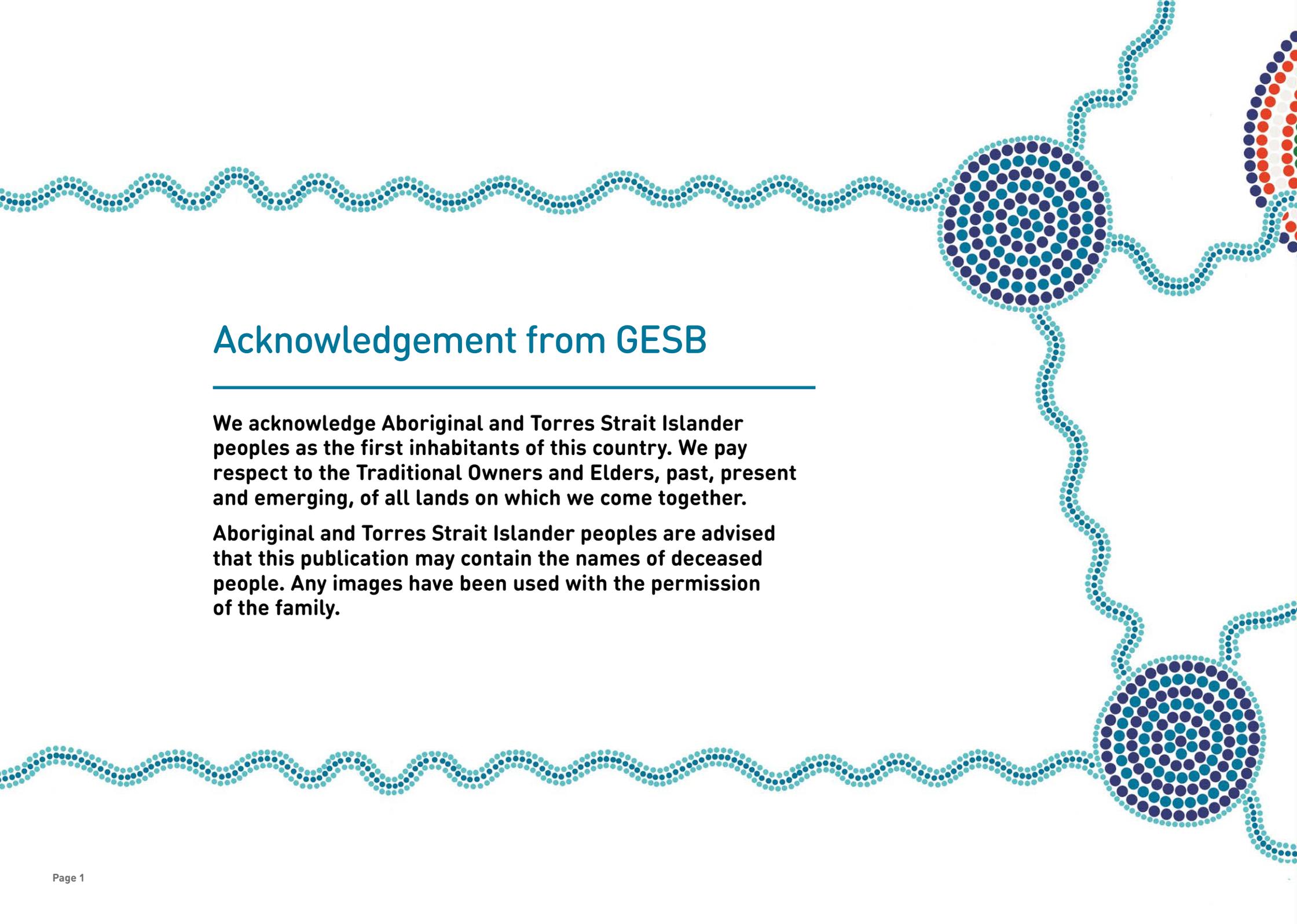


Reconciliation Action Plan

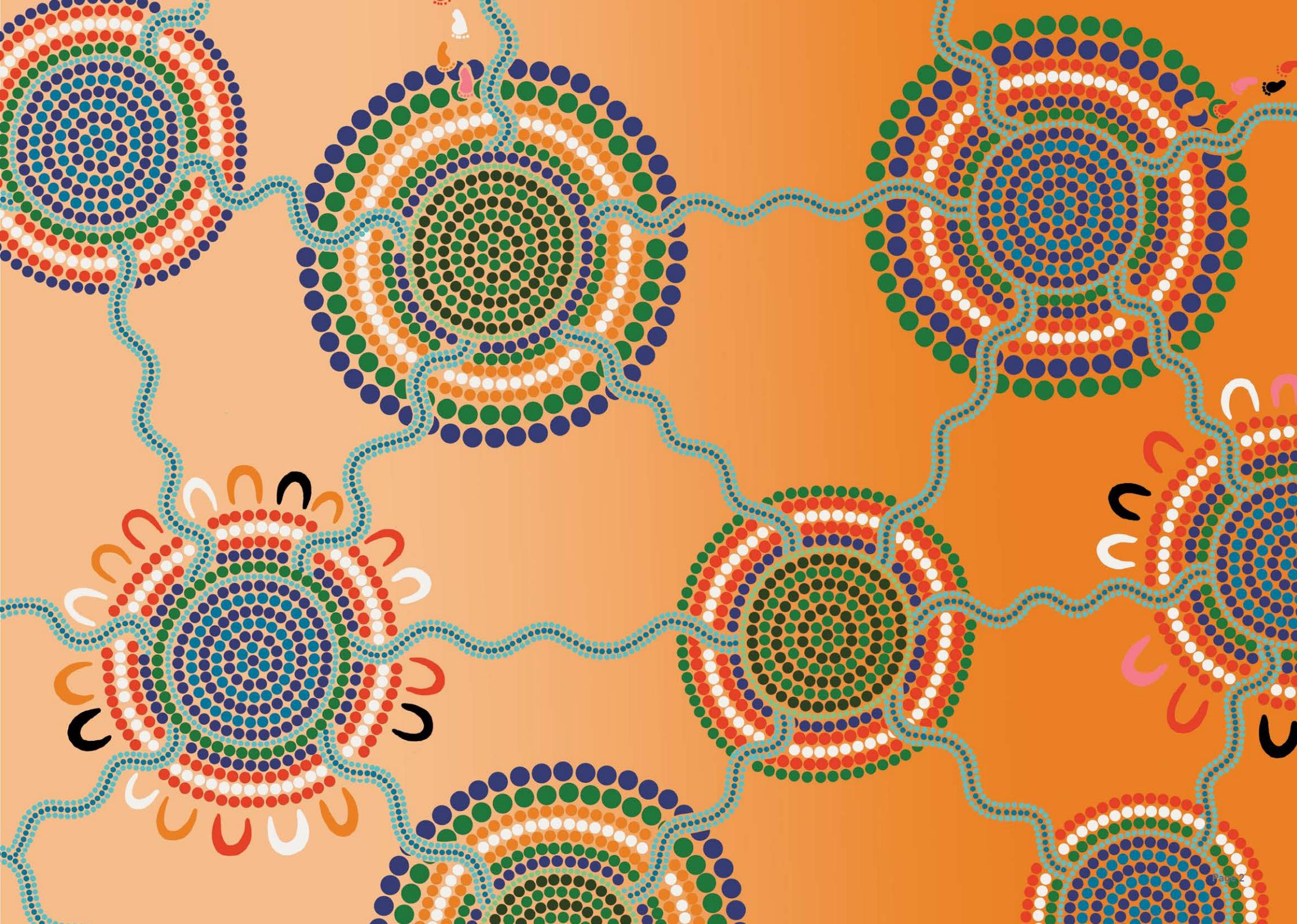
Reflect July 2019 - July 2020

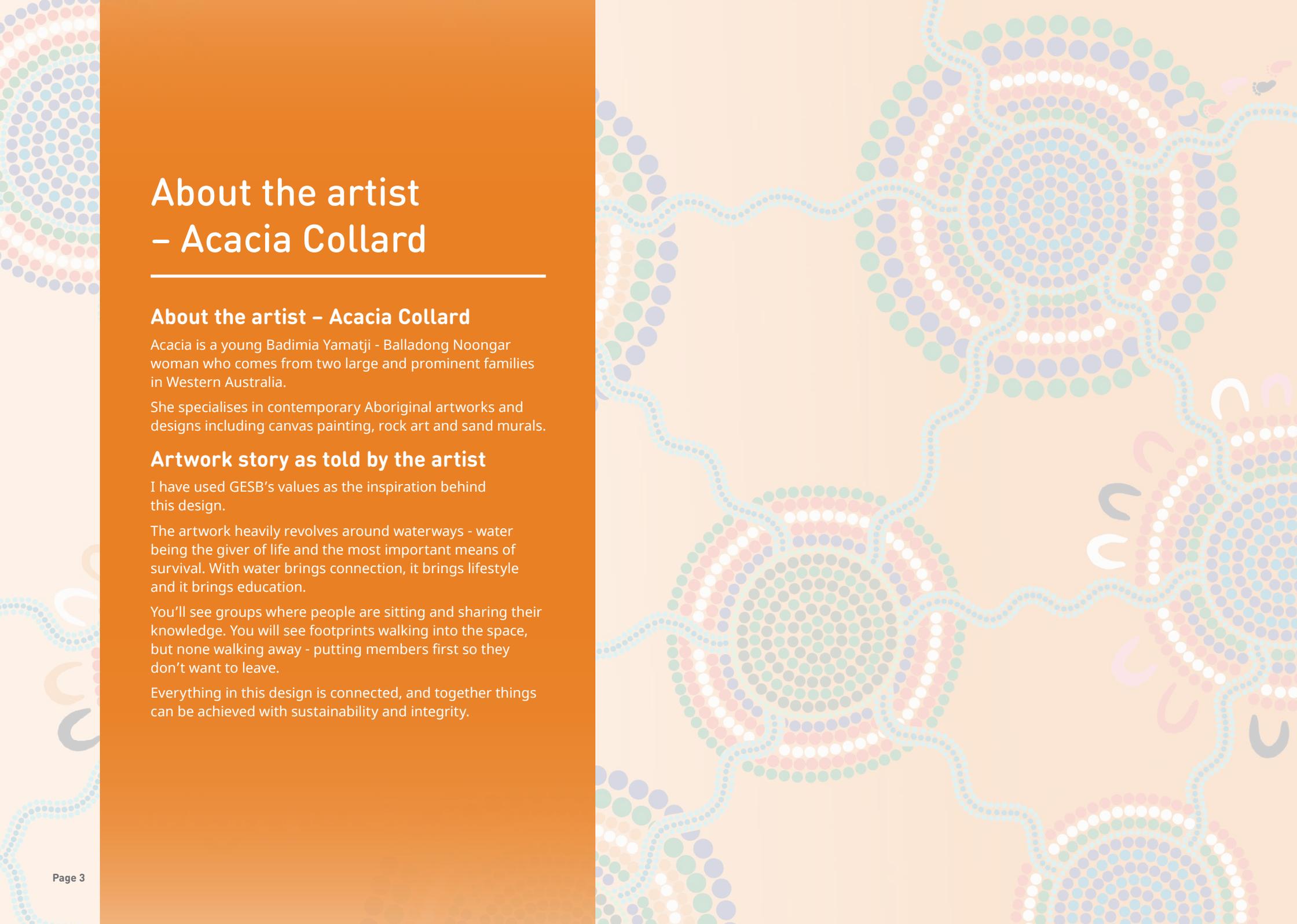


Acknowledgement from GESB

We acknowledge Aboriginal and Torres Strait Islander peoples as the first inhabitants of this country. We pay respect to the Traditional Owners and Elders, past, present and emerging, of all lands on which we come together.

Aboriginal and Torres Strait Islander peoples are advised that this publication may contain the names of deceased people. Any images have been used with the permission of the family.





About the artist – Acacia Collard

About the artist – Acacia Collard

Acacia is a young Badimia Yamatji - Balladong Noongar woman who comes from two large and prominent families in Western Australia.

She specialises in contemporary Aboriginal artworks and designs including canvas painting, rock art and sand murals.

Artwork story as told by the artist

I have used GESB's values as the inspiration behind this design.

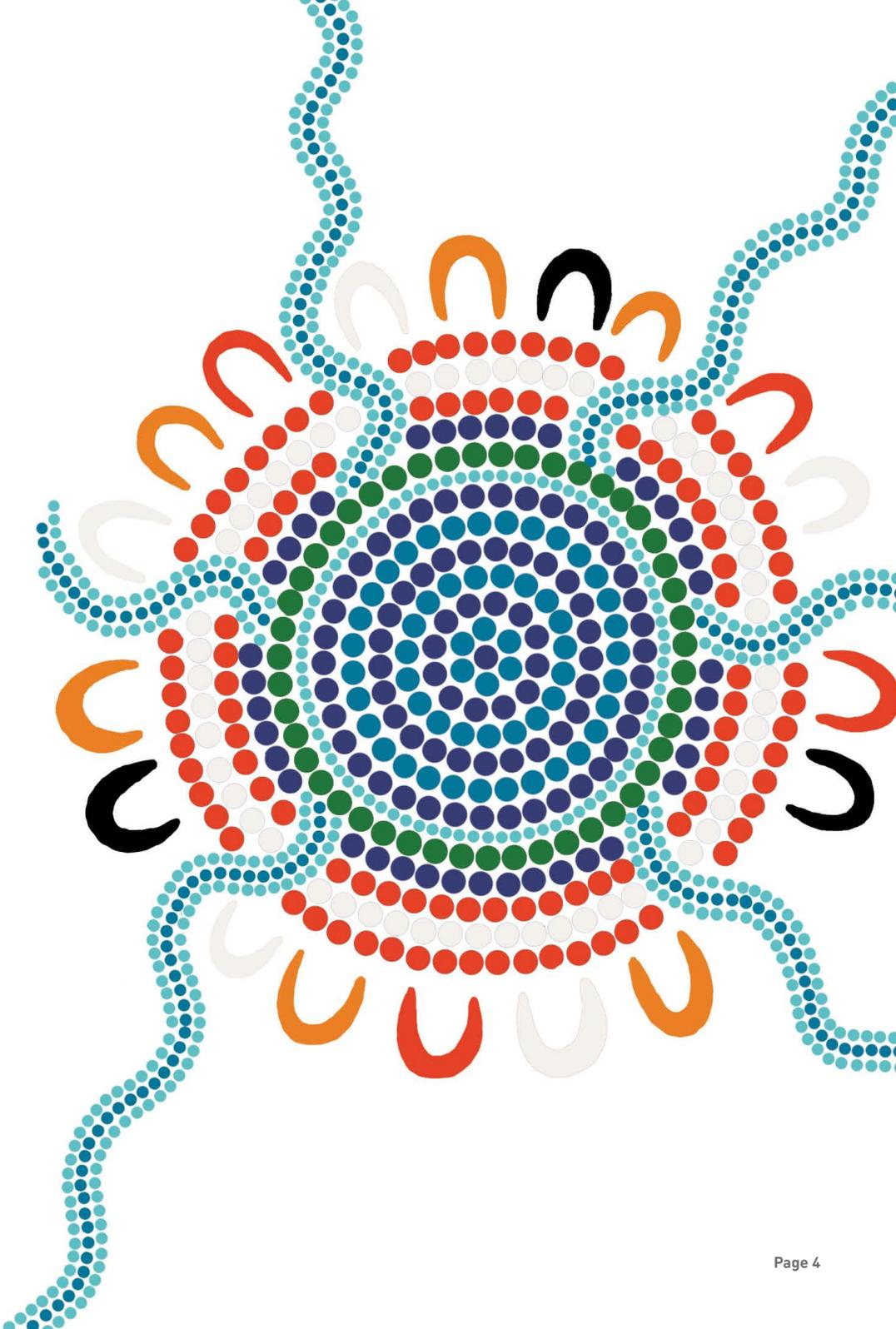
The artwork heavily revolves around waterways - water being the giver of life and the most important means of survival. With water brings connection, it brings lifestyle and it brings education.

You'll see groups where people are sitting and sharing their knowledge. You will see footprints walking into the space, but none walking away - putting members first so they don't want to leave.

Everything in this design is connected, and together things can be achieved with sustainability and integrity.

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Message from our Chair and Chief Executive Officer

At GESB we work to give all our members access to information and education materials that serve to improve their superannuation outcomes – and we recognise we have a special responsibility to our Aboriginal and Torres Strait Islander members and employees.

Aboriginal and Torres Strait Islander peoples have unique needs and often face challenges understanding or accessing the benefits offered by superannuation providers, including GESB. We have developed our GESB Reconciliation Action Plan (RAP) to help recognise and address these needs. Additionally, it demonstrates our support for reconciliation and our commitment to contributing positively and proactively to the achievement of the broader aims of the reconciliation initiative.

This plan formalises our commitment to improving outcomes for our Aboriginal and Torres Strait Islander members and employees, and to support them throughout their journey with us so they can rely on their superannuation fund when needed. It is more than just words on a page – it will help guide and shape our operations now and into the future.

Through this plan, our GESB team will focus on three key areas:

- **Relationships** – we will develop and maintain meaningful relationships with Aboriginal and Torres Strait Islander peoples and communities. We will help staff to continue to develop their understanding of the cultures, values, practices and beliefs of Aboriginal and Torres Strait Islander peoples
- **Respect** – we will engage with our staff, encouraging and supporting them to build an understanding of Aboriginal and Torres Strait Islander peoples' cultures, history, achievements and challenges. Our aim is that this engagement will advance reconciliation by building knowledge, understanding, advocacy skills and a desire to achieve positive change

- **Opportunities** – we will investigate and support employment opportunities within our organisation and wider networks to increase the participation of Aboriginal and Torres Strait Islander peoples in both the superannuation sector and the Western Australian public service

In developing this plan we have worked in partnership with a number of organisations. We would like to thank everyone involved, including the Indigenous Superannuation Working Group, Indigenous Managed Services and the Public Sector Commission of WA.

GESB aims to serve and advocate for our members and employees with compassion, understanding and empathy. This is particularly pertinent for our Aboriginal and Torres Strait Islander members. Empathy costs nothing, yet can yield so much.

We believe this plan represents the start of a journey for GESB and our employees, to more effectively engage with Aboriginal and Torres Strait Islander members and colleagues, leading to improved relationships and outcomes for all.

Co-signatories,



John Langoulant
Chair



Ben Palmer
CEO



Our CEO, Chair and Reconciliation Chair

Our path to reconciliation

Our vision for reconciliation

Our vision for reconciliation is to engage with Aboriginal and Torres Strait Islander peoples in ways that are responsive and relevant to their needs and results in improved superannuation outcomes for them and their families. We recognise that building strong, respectful partnerships with Aboriginal and Torres Strait Islander peoples and communities is a vital step towards reconciliation.

Our Reconciliation Action Plan (RAP)

We have developed this RAP because we are committed to improving superannuation and retirement outcomes for all our members.

Aboriginal and Torres Strait Islander peoples often face unique challenges accessing and understanding the complex superannuation system. These challenges can include:

- Not having common forms of identification
- Limited or no access to technology because of living in remote areas
- Lack of understanding of superannuation entitlements

We hope that this RAP will help to promote reconciliation by formalising our efforts to:

- Meet the needs of Aboriginal and Torres Strait Islander peoples with financial education programs
- Offer work experience and employment opportunities through the WA Public Sector Commission's Aboriginal traineeship program
- Create awareness of the history and cultures of Aboriginal and Torres Strait Islander peoples by recognising significant dates throughout the year

Although we have made some progress, we recognise that our reconciliation journey has just begun. This is why we have chosen to implement a 'Reflect' RAP as a first step towards reconciliation.

Our Reconciliation Working Group

Our Reconciliation Working Group (RWG) is comprised of employees from across our business, including our:

- Business Support Officer (Chair)
- Communications Coordinator (Member)
- General Manager, Superannuation Services (Executive sponsor)
- Manager, Key Account Management (Member)
- Manager, People and Business Services (Member)
- People Support Consultant (Member)

All Reconciliation Working Group members are committed to championing our RAP internally.

Our RWG has appointed our General Manager and our Manager, People and Business Services as our 'RAP champions'.

They are responsible for driving internal engagement and awareness of our RAP.

About us

Our business

We are the default superannuation fund for the WA Public Sector. This means that any employees who start working in the WA public sector will automatically have a GESB account opened for them unless they choose another super fund.

We manage the superannuation and retirement savings of over 240,000 current and former public sector employees across Western Australia.

Our Funds under Management was valued at over \$28 billion as at 31 March 2019.

We offer a number of trusted¹ services including super and retirement products, and access to insurance, financial information and educational resources.

Our purpose and values

Our values are at the centre of everything we do:

- **Members first**
We are committed to providing excellent super and retirement products and services that meet members' needs, including the needs of our Aboriginal and Torres Strait Islander members. Our fees are below the industry median².
- **Sustainable performance**
We continue to deliver cost-effective, risk-controlled products and services with well-regarded performance.
- **Achieve together**
We partner with our members, the WA Government, employers and other stakeholders, including a number of Aboriginal and Torres Strait Islander organisations, to successfully deliver on our purpose.
- **Act with integrity**
We approach every aspect of our work ethically, and operate transparently and with full accountability. We demonstrate our sense of responsibility, by taking ownership of issues to ensure a satisfactory outcome.

Our people and commitment to employment diversity

We have 44 full-time equivalent staff members.

We have been active participants in the Aboriginal traineeship program offered by the WA State Government's Public Sector Commission since 2015, and currently employ one Aboriginal staff member on a full-time basis. As we work towards reconciliation, we are exploring employment opportunities within our organisation and wider networks to increase the participation of Aboriginal and Torres Strait Islander peoples in the superannuation sector.

Our partnerships

We have built relationships with a number of external parties to help us create, implement and work towards achieving our Reconciliation Action Plan and related goals.

Australian Institute of Superannuation Trustees Indigenous Superannuation Working Group

We are part of the Australian Institute of Superannuation Trustees (AIST) Indigenous Superannuation Working Group (ISWG). This group brings together many areas of the superannuation industry across Australia, with all members of the group committed to improving superannuation and retirement outcomes for Aboriginal and Torres Strait Islander peoples. We have been part of this group since it was launched in 2013, and chaired the group in 2017.

AUSTRAC

AUSTRAC has released guidelines that set out alternative identification options for Aboriginal and Torres Strait Islander peoples – and we have adopted these options. We are working with our stakeholders to make these processes and resources available for our Aboriginal and Torres Strait Islander members.

Indigenous Managed Services

We have partnered with Indigenous Managed Services (IMS) to help with engaging our Aboriginal and Torres Strait Islander members in the regions and Perth metropolitan area. IMS is also supporting us in implementation of this inaugural Reconciliation Action Plan. IMS have provided training in cultural awareness to the majority of our GESB staff, including staff from our administration services provider.

In April 2019, this training was extended to our Board of Directors.

Kuditj

Kuditj is a local, Indigenous catering company who we engaged with to supply morning tea at a NAIDOC-themed celebration in July 2018. Since this event, we have committed to using their services quarterly.

Kulbardi

We have engaged stationery provider Kulbardi for our general stationery and on-going office consumables, with plans to extend to print management in the future. Where possible, we choose products from Kulbardi's supplies branded 'Bibbulmun'. Part proceeds from all sales of this product range go to the 'Bibbulmun Fund' that invests in projects and initiatives designed to support Indigenous communities across Australia.

Public Sector Commission WA

The Public Sector Commission of WA offers an Aboriginal traineeship program which aims to create more employment opportunities for Aboriginal and Torres Strait Islander peoples. The traineeship program is open to Aboriginal and Torres Strait Islander peoples under the age of 24 and provides an entry-level employment opportunity to develop public administration skills and competencies through a Government traineeship. After successfully completing the program, participants gain a Certificate III in Government (Public Administration), which is a nationally-recognised qualification.

Our reconciliation journey

We recognise that our reconciliation journey has just begun. We look forward to achieving better outcomes for all of our members, staff and the wider community as we continue to build strong, respectful partnerships with Aboriginal and Torres Strait Islander peoples and communities.

2013

JULY

We joined AIST's Indigenous Superannuation Working Group.

2015

JULY

We took part in the Public Sector Commission's Aboriginal Traineeship Intake 6 and one trainee (Robert Powell) joined our GESB team.

2016

JULY

We implemented AUSTRAC's Alternative Identification Guidelines, which provide more flexibility in the types of identification accepted for Aboriginal and Torres Strait Islander members.

2016

OCTOBER

Our Public Sector Commission's Trainee won the Aspire Performance Training inaugural 'Outstanding Trainee of the Year' award and obtained a Certificate III in Government (Public Administration).

2017

DURING

We chaired AIST's Indigenous Superannuation Working Group during 2017.

2017

JUNE

We promoted National Reconciliation Week to all staff, sharing a message about the meaning of National Reconciliation Week and what it means for Aboriginal and Torres Strait Islander peoples.

Our GESB staff joined the Walk for Reconciliation event hosted by Reconciliation Australia at Stirling Gardens, walking from Stirling Gardens to Government House for speeches and performances by Reconciliation Australia.

2017

JULY

Our first Aboriginal trainee, Robert Powell, became a full-time permanent employee, joining our People and Business Services team as a Business Support Officer.

Robert spoke at National Reconciliation Week and NAIDOC Week, sharing stories of his family heritage (the Isaacs) with all of our staff and Board.

All of our staff participated in a quiz to celebrate AFL Indigenous Round, competing for the chance to win an AFL football signed by Michael Mitchell, former Richmond legend.

2017 NOVEMBER

We formed our Reconciliation Working Group and drafted the Terms of Reference.

2018 MARCH

Members of our RWG, including our Manager, People and Business Services and the Business Support Officer, attended the Aboriginal Business Expo at Optus Stadium. This event is where the Minister for Finance Ben Wyatt announced the Aboriginal Procurement Policy that came into effect as of 1 July 2018. Many of our Aboriginal and Torres Strait Islander business partnerships were formed as a result of this event.

2018 JUNE

We promoted National Reconciliation Week to all staff, inviting and encouraging them to attend the 2018 Walk for Reconciliation. This event explored the Noongar six seasons as told by Peter Farmer and included performances by Urban Indigenous, a smoking ceremony and interactive information sessions.

We began starting all of our Board, Reconciliation Working Group and staff meetings by acknowledging the Traditional Owners of the lands on which we meet.

2018 JULY

Our GESB Board and staff members enjoyed a NAIDOC Week themed morning tea, with catering from local Aboriginal supplier 'Kuditj'. Staff sampled Indigenous-inspired cuisine such as smoked wild lime crocodile fillet on grilled damper and lemon myrtle ricotta spinach rolls.

Our Reconciliation Working Group met with IMS to discuss future partnerships and joint initiatives for our Aboriginal and Torres Strait Islander members in WA. The team began working on the first draft of this RAP.

2018 OCTOBER

IMS ran a series of cultural awareness training sessions, which most of our GESB staff were able to attend.

2018 DECEMBER

Our Business Support Officer and People Support Consultant attended the inaugural National Reconciliation Action Plan Conference in Melbourne hosted by Swinburne University of Technology.

2019 JULY

Our 'Reflect' Reconciliation Action Plan was endorsed by Reconciliation Australia.

Future versions of this document will outline our ongoing efforts to find ways to better meet the needs of Aboriginal and Torres Strait Islander peoples, including:

- Providing financial education programs
- Offering work experience and employment opportunities
- Continuing to create awareness of Aboriginal and Torres Strait Islander peoples' cultures by recognising significant dates through the year

Our plan in action

As our Chair and CEO outlined in their statement, this plan is more than just words on a page.

This is a document which will help to shape our operations now and into the future. Below is an overview of the key steps we will take in terms of relationships, respect, opportunities, governance and tracking.

Relationships

We will develop and maintain meaningful relationships with Aboriginal and Torres Strait Islander peoples and communities, and help our staff to continue to develop their understanding of Aboriginal and Torres Strait Islander peoples' cultures, values, practices and beliefs.

Actions	Responsibility	Timeline	Deliverable
1. Reconciliation Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	Manager, People and Business Services	Ongoing Progress reported: June 2020	Ensure Aboriginal and Torres Strait Islander peoples and decision-making staff are represented in Reconciliation Working Group.
	Manager, People and Business Services	Ongoing Progress reported: December 2019 and June 2020	Meet with the RWG every second month to monitor and report to our Executive Management Group on RAP implementation. Provide the relevant information for the CEO report for the Board.
	Business Support Officer General Manager, Superannuation Services Communications Coordinator	July 2019	RWG to oversee the development, endorsement and launch of RAP.
2. Build internal and external relationships	Manager, People and Business Services	September 2019	Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our journey e.g. business partners.
	Business Support Officer, People Support Consultant	November 2019	Develop a list of like-minded organisations we could approach to connect with on our reconciliation journey.
	Manager, Key Account Management	July 2019	Participate in the First Nations Foundation 'Big Super Day Out' event.



Actions	Responsibility	Timeline	Deliverable
3. Participate in and celebrate National Reconciliation Week (NRW)	Business Support Officer	27 May – 3 June 2020	Circulate Reconciliation Australia's NRW resources and materials to all staff.
	Manager, People and Business Services	27 May – 3 June 2020	Ensure the RWG participates in an external event to recognise and celebrate NRW.
	Manager, People and Business Services	27 May – 3 June 2020	Register to attend NRW events via Reconciliation Australia's NRW website.
4. Raise internal awareness of our RAP	Business Support Officer	August 2019	Develop an internal webpage through our Intranet which provides information about our reconciliation journey and our Reconciliation Working Group for all staff.
	Manager, People and Business Services People Support Consultant Communications Coordinator	September 2019	Develop and implement a plan to raise awareness among all staff across the organisation about our RAP commitments.
	General Manager, Superannuation Services	September 2019	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP.



We will engage with our staff to build their understanding of Aboriginal and Torres Strait Islander peoples' cultures, histories and achievements. We aim that this engagement will help us move towards reconciliation by building expertise, advocacy skills and a desire to change.

Actions	Responsibility	Timeline	Deliverable
5. Investigate Aboriginal and Torres Strait Islander cultural learning and development	Manager, People and Business Services	March 2020	Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.
	Manager, People and Business Services Business Support Officer	March 2020	Capture data and measure our staff's current levels of knowledge and understanding of Aboriginal and Torres Strait Islander peoples' cultures, histories and achievements.
	Manager, People and Business Services Business Support Officer	March 2020	Conduct a review of cultural awareness training needs within our organisation.
6. Participate in and celebrate NAIDOC Week	Manager, People and Business Services Business Support Officer	July 2019	Introduce our staff to NAIDOC Week by promoting events in our local area.
	Business Support Officer	July 2019	Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities.
	Business Support Officer Communications Coordinator	July 2019	Ensure our Reconciliation Working Group participates in an external NAIDOC Week event.
	Manager, People and Business Services	July 2019	In consultation with Aboriginal and Torres Strait Islander peoples, hold an internal event to celebrate NAIDOC Week and encourage staff attendance.
7. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	Manager, Key Account Management	August 2019	Produce a document which identifies the local Traditional Owners of the lands and waters for areas commonly visited by the Key Account Management team, to be used in the team's acknowledgements at events.
	Manager, People and Business Services	September 2019	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence.
	General Manager, Superannuation Services	September 2019	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols.

Opportunities

We will investigate employment opportunities within our organisation and sphere of influence to increase the participation of Aboriginal and Torres Strait Islander peoples in the superannuation sector.

Actions	Responsibility	Timeline	Deliverable
8. Investigate Aboriginal and Torres Strait Islander employment	General Manager, Superannuation Services Manager, People and Business Services	October 2019	Develop a workforce plan for employing and providing development opportunities for current and future Aboriginal and Torres Strait Islander staff within our organisation.
9. Investigate Aboriginal and Torres Strait Islander supplier diversity	Manager, People and Business Services Business Support Officer	Ongoing Progress reported: April 2020	Continue to work with our current Aboriginal and Torres Strait Islander business providers, and look for opportunities to expand our partnerships.

Governance and tracking

We will track our progress against our RAP by taking the following actions:

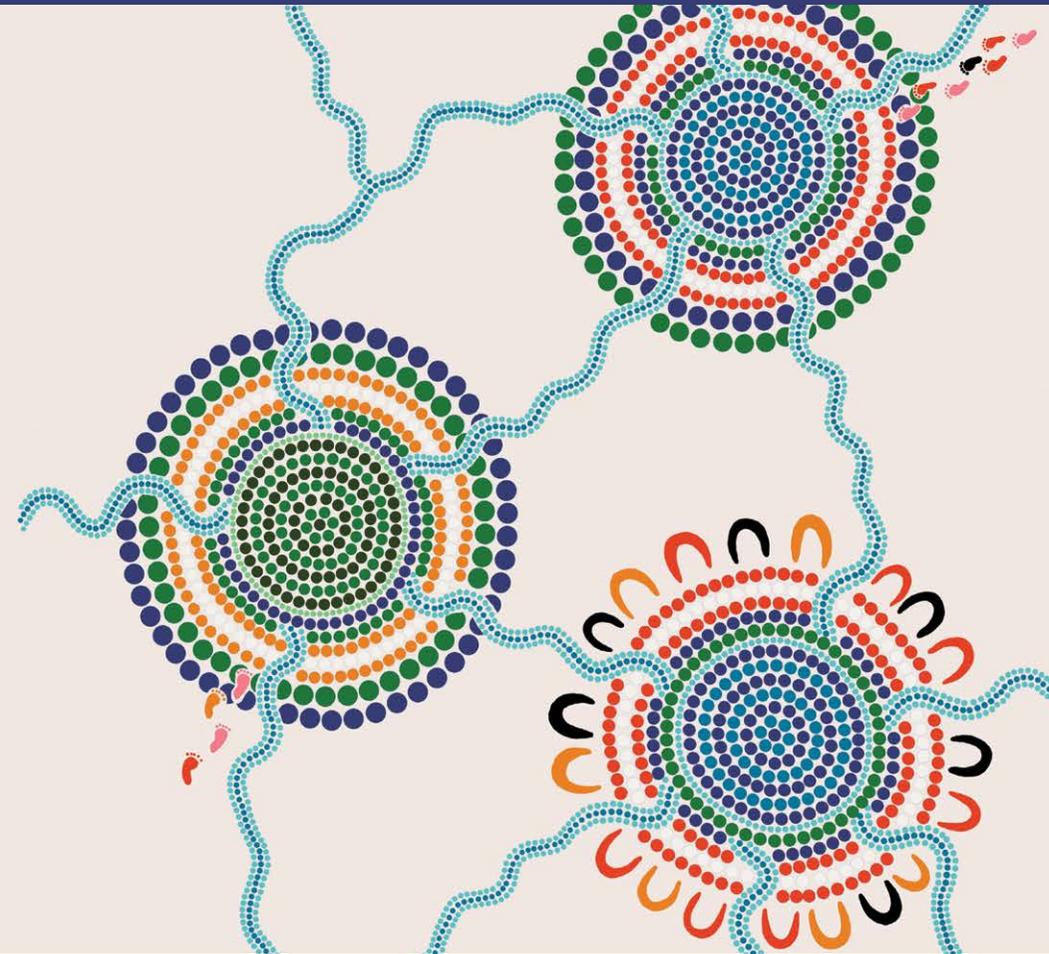
Actions	Responsibility	Timeline	Deliverable
	People Support Consultant Business Support Officer	September 2019	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.
10. Build support for the RAP	Manager, People and Business Services Communications Coordinator	March 2020	Define resource needs for RAP development and implementation.
	Manager, People and Business Services People Support Consultant	March 2020	Define systems and capability needs to track, measure and report on RAP activities.
	Manager, People and Business Services Business Support Officer	March 2020	Liaise with Reconciliation Australia to develop our next RAP based on learnings, challenges and achievements experienced through our 'Reflect' plan.
11. Review and Refresh RAP	Business Support Officer Communications Coordinator	April 2020	Submit our draft RAP to Reconciliation Australia for review.
	Business Support Officer Communications Coordinator	June 2020	Submit our draft RAP to Reconciliation Australia for formal endorsement.

Contact us

For more information about this
Reconciliation Action Plan,
please contact: **Stephanie McLoughlin**

Phone: 08 6551 7755

Email: reconciliation@gesb.wa.gov.au



How to contact us

T Member Services Centre 13 43 72

F 1800 300 067

W gesb.wa.gov.au

PO Box J 755, Perth WA 6842

Government Employees Superannuation Board ABN 43 418 292 917