

Bright & Duggan Property Group

Reflect

Reconciliation Action Plan

June 2023 – June 2024

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property group
a better way



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Bright & Duggan Property Group

Bright & Duggan is a property management company that operates across the eastern states of Australia, with 14 offices across Victoria, ACT, NSW, and QLD. With a team of 300 plus staff members, we are committed to creating a diverse and inclusive workplace culture that values and respects all employees.

As part of this commitment, we recognise the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and communities. However, at present, we do not have an understanding of whether any of our staff identify as Aboriginal and Torres Strait Islander people. We believe that this is an area where we can improve, and we are committed to taking steps to increase our understanding and awareness of Aboriginal and Torres Strait Islander cultures and histories in the areas where we operate.

To this end, we are in the process of developing a Reconciliation Action Plan (RAP) that will set out our commitments to reconciliation and outline strategies for building stronger relationships with Aboriginal and Torres Strait Islander peoples and communities. This RAP will be developed in consultation with local Aboriginal and Torres Strait Islander communities and will be based on a strength-based approach that recognises the unique cultures, histories, and strengths of Aboriginal and Torres Strait Islander peoples.

In developing our RAP, we will also work to develop an understanding of whether our staff members identify as Aboriginal and Torres Strait Islander people. This will involve providing opportunities for staff to identify if they choose to do so, and to provide support and resources to staff members who may require it.

Bright & Duggan, are committed to creating a workplace culture that values and respects all employees, including Aboriginal and Torres Strait Islander peoples. We recognise that there is much work to be done, but we are committed to taking steps towards reconciliation and building stronger relationships with Aboriginal and Torres Strait Islander communities.

Our RAP

Bright & Duggan recognises the importance of reconciliation with Aboriginal and Torres Strait Islander peoples and communities in Australia. As a responsible corporate citizen, we acknowledge the ongoing impacts of colonization, dispossession, and discrimination on Aboriginal and Torres Strait Islander peoples and cultures. Therefore, we are committed to engaging with Aboriginal and Torres Strait Islander peoples and communities in a respectful, inclusive, and collaborative manner.

To achieve this, we are developing a Reconciliation Action Plan (RAP) that will outline our commitment to reconciliation and set targets for improving our relationships with Aboriginal and Torres Strait Islander peoples and communities. Our RAP will be developed using a strength-based approach that recognises the unique cultures, histories, and strengths of Aboriginal and Torres Strait Islander peoples and communities. By taking this approach, we aim to promote a more positive and respectful dialogue between Aboriginal and Torres Strait Islander and non-Indigenous peoples and to build stronger relationships based on trust, respect, and mutual understanding.

In our RAP, we will identify specific actions that we can take to make a positive impact in the communities we manage. This may include initiatives such as engaging with local Indigenous communities to learn more about their culture, history, and aspirations, supporting Indigenous-led businesses and organisations, and creating employment and training opportunities for Aboriginal and Torres Strait Islander people. We will also seek to create more inclusive and respectful workplaces that are welcoming to Indigenous employees and customers.

We recognise that our RAP is just the beginning of our journey towards reconciliation, and that meaningful progress will require ongoing commitment, dedication, and collaboration. However, we are committed to doing our part to build a more inclusive, respectful, and equitable Australia, and we look forward to working together with Aboriginal and Torres Strait Islander peoples and communities to achieve this goal.

To ensure the successful implementation of our Reconciliation Action Plan (RAP), we will be forming a RAP action group comprising representatives from across the organisation. This group will be responsible for overseeing the implementation of our RAP and ensuring that we are making progress towards achieving our reconciliation goals.

Our RAP

The RAP action group will work closely with our Indigenous partners and communities to identify key areas where we can make a positive impact, and to develop strategies for implementing our RAP initiatives. This may involve organising cultural awareness training for our staff, establishing partnerships with Indigenous businesses and organisations, and creating employment and training opportunities for Aboriginal and Torres Strait Islander people.

We will also ensure that the RAP action group has the necessary resources and support to carry out their work effectively. This may include providing funding for RAP initiatives, dedicating staff time to RAP implementation, and providing training and support for the RAP action group members.

Overall, we believe that the formation of a RAP action group will be a crucial component of our efforts to achieve reconciliation with Aboriginal and Torres Strait Islander peoples and communities. By working together with our Indigenous partners and communities, we are confident that we can make meaningful progress towards building a more inclusive, respectful, and equitable Australia.

Our workplace has been on a journey towards reconciliation only over the last 12-24 months. Some of the key milestones in our reconciliation journey to date include:

- Developing a Reconciliation Action Plan (RAP): We are currently in the process of developing a RAP that will outline our commitment to reconciliation and set targets for improving our relationships with Aboriginal and Torres Strait Islander peoples and communities. This RAP will be developed using a strength-based approach that recognises the unique cultures, histories, and strengths of Aboriginal and Torres Strait Islander peoples and communities.
- Undertaking cultural awareness training: We have provided cultural awareness training to our staff to help them better understand Aboriginal and Torres Strait Islander cultures and histories, and to recognise the importance of reconciliation in our workplace.

Overall, our workplace's reconciliation journey to date has been focused on strategies for building stronger relationships with Aboriginal and Torres Strait Islander peoples and communities, recognising the ongoing impacts of colonization and dispossession, and working towards a more inclusive and respectful future for all Australians. We recognise that there is still much work to be done, but we are committed to continuing our journey towards reconciliation and building stronger relationships with Aboriginal and Torres Strait Islander peoples and communities.

Our Partnerships & Current Activities

We understand the importance of recognising and respecting the Traditional Owners and Custodians of the land on which we operate. As such, we make it a practice to engage with local Aboriginal and Torres Strait Islander communities when we meet as a company or as a leadership group. This typically involves undertaking a Welcome to Country and a Smoking Ceremony, which are traditional rituals that demonstrate our respect for the land and its Custodians. Additionally, we take the opportunity to learn from local Indigenous elders and community members, who share their stories and insights about the First Peoples of the area. By doing so, we deepen our understanding of the history, culture, and traditions of Aboriginal and Torres Strait Islander peoples and demonstrate our commitment to reconciliation and building stronger relationships with Aboriginal and Torres Strait Islander communities.

Our most recent example of this was in November 2022, when our National Group of Leaders engaged in a Welcome to Country and Smoking Ceremony at Mount Tambourine and heard stories of the Wangerriburras people from a local community member Abigail (Abi) Chaloupka.

As part of our organisation's commitment to reconciliation, we have developed a reconciliation action plan that includes forming authentic partnerships with Indigenous businesses or suppliers in the operational regions of our firm. We believe that this is an important step towards building stronger relationships with Aboriginal and Torres Strait Islander communities and contributing to the economic, social, and environmental well-being of these communities.

By partnering with Indigenous businesses or suppliers, we hope to promote economic development within Aboriginal and Torres Strait Islander communities. This can help to create jobs and training opportunities, and contribute to the growth and sustainability of Aboriginal and Torres Strait Islander economies. Additionally, working with Indigenous businesses or suppliers can provide us with unique insights and perspectives that can lead to innovation and new business opportunities.

We also believe that forming partnerships with Indigenous businesses or suppliers can help to build trust and foster positive relationships between our organisation and Aboriginal and Torres Strait Islander communities. By demonstrating our commitment to working with and supporting Indigenous businesses, we can show that we value Aboriginal and Torres Strait Islander knowledge, culture, and perspectives, and are committed to building more equitable relationships.

Our Partnerships & Current Activities

Furthermore, working with Indigenous businesses or suppliers can help to promote sustainability and environmental stewardship. Aboriginal and Torres Strait Islander peoples have a deep understanding of the natural environment and have developed traditional knowledge and practices that can contribute to more sustainable business practices. By partnering with Indigenous businesses or suppliers, we can learn from and incorporate these practices into our operations, which can help to reduce our environmental footprint.

We also recognise that forming partnerships with Indigenous businesses or suppliers can help to demonstrate our commitment to corporate social responsibility and ethical business practices. By prioritising partnerships with Indigenous businesses, we can contribute to the broader goal of supporting Aboriginal and Torres Strait Islander self-determination and economic development. Forming partnerships with Indigenous businesses or suppliers is an important step towards reconciliation and building more equitable and sustainable business practices. We are committed to working with Indigenous communities and businesses to build stronger relationships and create positive change.

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Relationships





Relationships

Action	Deliverable	Timeline	Responsibility
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.	June 2023	People & Culture Advisor
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2023	GM Business Development
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Marketing & Events Executive
	RAP Working Group members to participate in an external NRW event.	27 May-3 June, 2024	GM Business Development
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May-3 June, 2024	EGM Business Transformation
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	July 2023	Marketing & Events Executive
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2023	People & Culture Advisor
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August 2023	GM Business Development
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2023	People & Culture Advisor
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August 2023	People & Culture Advisor

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Respect





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.	August 2023	EGM Business Transformation
	Conduct a review of cultural learning needs within our organisation.	August 2023	People & Culture Advisor
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.	October 2023	EGM Business Transformation
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2023	GM Business Development
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 2023, 2024	Marketing & Events Executive
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023, 2024	Marketing & Events Executive
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2023	Marketing & Events Executive

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Opportunity

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Opportunity

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.	November 2023	People & Culture Advisor
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2023	People & Culture Advisor
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.	November 2023	Marketing & Events Executive
	Investigate Supply Nation membership.	October 2023	EGM Business Transformation

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Governance





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.	November 2023	GM Business Development
	Draft a Terms of Reference for the RWG.	October 2023	GM Business Development
	Establish Aboriginal and Torres Strait Islander representation on the RWG.		GM Business Development
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2023	GM Business Development
	Engage senior leaders in the delivery of RAP commitments.	July 2023	GM Business Development
	Appoint a senior leader to champion our RAP internally.	July 2023	EGM Business Transformation
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2023	GM Business Development
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	Marketing & Events Executive
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Marketing & Events Executive
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Marketing & Events Executive
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	March 2024	GM Business Development

CEO Statement - Karen Mundine



Reconciliation Australia welcomes Bright & Duggan to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Bright & Duggan 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 Bright & Duggan 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 Bright & Duggan, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

The Artist - Sheri Skele



Sheri Skele is a proud Bidjara woman and contemporary Aboriginal artist, expresses her cultural identity, personal experiences, and aspirations for healing our history through her artistic creations. She embarked on her artistic journey as a means to establish a profound connection with her heritage, but soon discovered that painting also provided a profoundly meditative and spiritual experience. Sheri refers to her artworks as "bigi nagala," which translates to "I am dreaming" in the Bidjara language. The Bidjara people's ancestral lands encompass the South West Queensland region, which is blessed with rich Indigenous cultural heritage, pristine natural environments, tranquil waterways, and diverse wildlife.

Notably, these lands hold significance as the birthplace of the Rainbow Serpent, Mundagudda, which shaped the landscape and its watercourses, including the sandstone gorge.

As an artist, Sheri Skele feels "a deep connection to my Aboriginal heritage, the earth, country and spirit, and feel privileged to be able to share my stories and culture with you through my artwork. I hope to make my mob proud of the artworks that I create and knowledge that I share."

Find out more: www.biginagala.com.au

Bright & Duggan Property Group

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