

RECONCILIATION ACTION PLAN 2021 - 2023



Contact

For all enquiries please contact:

Marissa Sarris

Client Support Coordinator (RAP) Implementation

03 9095 7277

marissa@crownpowerservices.com.au

cleaning@crownpowerservices.com.au



Acknowledgement

Crown Property Services respectfully acknowledge the Traditional Owners of the Land.

Crown Property Services recognises Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.

We recognise the ongoing traditional and modern cultural practises and connection to Country held by Aboriginal and Torres Strait Islander peoples.

We acknowledge Elders past, present and emerging as the Traditional Custodians and Lore Keepers of the world's oldest living culture.



Message from Director

I am pleased to present our company's Reconciliation Action Plan (RAP).



The actions outlined in our Reconciliation Action Plan (RAP) underpin our goals to increase our employment of Aboriginal and Torres Strait Islander peoples, build better career paths for our employees and develop our programs and policies.

We will strive to foster a workplace culture and environment that puts cultural sensitivity, safety and inclusion at the forefront and which understands, values and respects Aboriginal and Torres Strait Islander peoples culture and perspectives whilst enhancing our knowledge and ultimately benefiting our society and the Australian economy.

George Younan
Director



Message from (RAP) Implementation / Indigenous Champion



The implementation of our company's RAP has been an exciting process.

Our employees have embraced the changes our company is making towards developing a workplace that values and respects Aboriginal and Torres Strait Islander peoples and culture.

We will work towards setting growth targets of our overall workforce profile.

We still have a long way to go to meet our employment goals, but this RAP represents a big step towards making our business one that truly embraces Aboriginal and Torres Strait Islander peoples and the small role our company can play in reconciliation.

Marissa Sarris

Client Support Coordinator

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Our Vision

Crown Property Services reconciliation vision is to understand, value and engage Aboriginal and Torres Strait Islander peoples' innovations, knowledge and culture.

Our vision is to promote, develop and deliver programs, policies and employment opportunities that support Aboriginal and Torres Strait Islander peoples and businesses to participate and benefit from Australia's economic growth and job creations.

We will work towards providing mutually beneficial opportunities for our First Peoples, organisations and communities to share in economic development and social inclusion.

Our company will strive to contribute to the wellbeing of Australia's First Peoples and their communities.



Our Reconciliation Action Plan

Crown Property Services is happy to showcase our first Reconciliation Action Plan 2021 – 2023.

We aim to deliver and drive our RAP through our policies, programs and business activities to solidify our commitment to reconciliation.

Our reconciliation plan is supported by the strong commitment to our company culture, our values, respectful workplace behaviours, diversity and inclusion.

We aim to provide our employees with as much information through communication and consultation to assist all our employees to be better informed, engaged and have a good understanding of how they as individuals can better respond to actions under this plan.

Our company will continue to support reconciliation, with the guidance from Reconciliation Australia, through the development of our RAP in the years to come.



About our business

The Crown Property Services journey commenced 10 years ago.

Crown Property Services is a specialised commercial cleaning company which has grown and built long lasting client relationships and partnerships Australia wide.

We employ over 150 people Nationally and promote a diverse and inclusive workforce.

Our investment in community support initiatives, training and development of our employees, supports your values, drives performance, increases efficiency and contributes to the overall success of our company.

One of our company goals is to provide opportunities for the unskilled: training and supporting the local unemployed: and, in rebuilding communities.



Relationships

It is essential to build mutually respectful relationships so that our programs and policies can foster a positive and collaborative approach to social development.

Action	Responsibility	Timeline	Deliverables
Build relationships through celebrating National Reconciliation Week (NRW)	Lead: Indigenous Champion Supported by: CPS	May-21	Circulate Reconciliation Australia’s NRW materials and information to our employees.
		May-21	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.
Promote positive race relations through a no tolerance to discrimination of Aboriginal and/or Torres Strait islander peoples.	Lead: Indigenous Champion Supported by: CPS	Aug-21	Provide employees with the tools and resources to be able to identify unacceptable behavior in the workplace through education and awareness such as bias and cultural training.
		Jun-21	Communicate an anti-discrimination policy for our organisation.



Respect



It is essential to foster values of respect and understating of Australia's First Peoples cultures and perspectives.

Action	Responsibility	Timeline	Deliverables
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Lead: Indigenous Champion Supported by: Director	Mar-22	Conduct a review of cultural learning needs within our organisation.



Opportunities

It is essential to drive change, innovation and growth.

Action	Responsibility	Timeline	Deliverables
Increase recruitment and retention of Aboriginal and Torres Strait Islander staff.	Lead: Indigenous Champion Supported by: Director	Jan-22	Review of recruitment policies and programs and will take the necessary action that they are inclusive of Aboriginal and Torres Strait Islander peoples in our national, state and regional offices.
Support retention of Aboriginal and Torres Strait Islander employees.	Lead: Indigenous Champion Supported by: Director	Jan-22	Achieve the target of 2% of the workforce represented by Aboriginal and Torres Strait Islander peoples.
Increase the use of Aboriginal and Torres Strait Islander suppliers	Lead: Indigenous Champion Supported by: Director	Jun-22	Review and source goods and services from Aboriginal and Torres Strait Islander businesses



Tracking and progress reporting

Aim for Reconciliation journey to be endorsed by Reconciliation Australia.

Action	Responsibility	Timeline	Deliverables
The Indigenous Champion to promote the RAP and its actions, remains active and monitors implementation and progress of actions.	Lead: Indigenous Champion Supported by: Director	Mar-21	The RAP Committee meets at least four times per year to monitor and assess progress against actions and deliverables.
Provide appropriate support for the effective implementation of RAP commitments	Lead: Indigenous Champion Supported by: Director	Sep-21	Maintain an internal RAP Champion from senior management.
Continue our reconciliation journey by developing our next RAP	Lead: Indigenous Champion Supported by: Director	Nov-23	Draft a new RAP that reflects the company's reconciliation journey.

