



Reconciliation Action Plan

Progress Report

2020 | RAP Working Group

Every person. Every chance.

MAX SOLUTIONS
Employment . Support . Community

Introduction

In June 2020 we launched a new Reconciliation Action Plan (RAP) as part of our commemoration of Reconciliation Week. At the centre of the RAP was a vision of building a strong Indigenous voice into our decision making, with MAX playing an important role towards Closing the Gap in Indigenous employment in Australia.

In keeping with our vision and commitment to reconciliation, our independently chaired Indigenous Advisory Committee (IAC) has continued to build its profile in our organisation and is a crucial point of engagement and support for our Indigenous staff, as well as a key driver of our RAP. The IAC oversaw the development of the RAP and its associated artwork, which developed into MAX's new Indigenous brand and brings together our shared values in a powerful and compelling design.



MAX has committed itself to an ambitious RAP that places the voice of Indigenous people at the heart of how it develops policies and programs that impact Indigenous people.

With a strong focus on the continuing empowerment of Indigenous staff around the country our Indigenous Advisory Committee continues to build on its vision for a strong Indigenous voice that has already added enormous value.

A great example of this is the recent training on the effects of discrimination and racism, which provided a powerful and personal insight into the many forms of racism and its impact. The deeply personal reflections and the way in which the training helps all people to understand how they can take a stand, is extremely powerful and MAX should be proud of its achievement.

Sean Gordon | Chair of the IAC

We are conscious that much remains to be done. But we are pleased to reflect on what has been achieved over a short period and we look forward to further progress over the life of our RAP.

Progress Update

While we are only a few months into the implementation of our RAP, there has been considerable progress in taking forward new elements of the RAP and in strengthening already existing measures.

Engagement principles for working with Indigenous organisations

MAX has had a strong commitment to supporting Indigenous businesses and working with Indigenous organisations in the delivery of our programs. With a strengthened commitment in our RAP we have worked with Indigenous organisations and our IAC to develop guidance to our teams on how to appropriately engage with Indigenous organisations and work with them to support the best possible outcomes.

Indigenous procurement policy and renewal of our membership of Supply Nation

MAX has a long-standing commitment to the use of Indigenous suppliers and has worked with a broad range of Indigenous organisations over the years both in the delivery of our programs and in purchasing goods and services.

As part of our RAP commitments we are continuing to diversify our supply chain to include more Indigenous businesses and have made some considerable progress in this space. In renewing our membership of Supply Nation we have noted that our use of Indigenous organisations includes:

- > training
- > graphic design
- > driver training
- > clothing
- > mentoring
- > cleaning

Training for all staff on the effects of discrimination and racism

This program was developed in close consultation with our Indigenous Advisory Committee. The program has been developed to be reflective of people's experience of racism in its many forms, and how we can come together to stop racism where it is happening.

The program includes the personal experiences and reflections of many MAX staff and also draws on information available from the Australian Human Rights Commission and Beyond Blue.

The response to this training across MAX has been incredibly positive with many people reflecting on how people are impacted by racism and how destructive it is.

Reviewing our Indigenous performance across major programs

We have looked at the delivery of our five largest programs and how they operate on the ground across our 25 largest sites. The review has examined how we engage with Indigenous customers, organisations and communities, and how we could improve our service delivery and support for Indigenous customers. This review lays the foundations for further actions across our business.