



## INDIGENOUS ENGAGEMENT STRATEGY

**This Indigenous Engagement Strategy is Doolan Plumbing Services' commitment to improving the career opportunities and "closing the gap" for Australia's Indigenous communities.**

Based on Reconciliation Australia's core principals of Relationships, Respect and Opportunities this strategy is designed to open another door towards realising the many aspirations held by indigenous candidates.

The following document outlines an engagement process that applies to strategies aimed at increasing Indigenous placements and retention within Doolan Plumbing Services.

### Purpose

The purpose of this engagement strategy is to demonstrate the commitment to Indigenous communities, candidates and how Doolan Plumbing Services proposes to **support, manage and monitor** Indigenous participation throughout its projects.

### Our Commitment

Doolan Plumbing Services is committed to the promotion of a positive work culture where our people can grow and develop. To support this growth and development Doolan Plumbing Services values diversity, the need for building community rapport and understanding the cultural differences Indigenous people have all over Australia.

Our team of executives fully endorse the implementation of this engagement strategy and initiatives relating to sustainable outcomes for Indigenous job seekers. This will be a guide to actively demonstrate the different protocols as well as the engagement methods to achieve successful and sustainable partnerships within Indigenous communities.

Culturally appropriate engagement will provide a more productive method for interaction with Indigenous communities and its local services.



## Communication / Community Engagement Strategy Objectives



Doolan Plumbing Services will:

1. Understand that relationships are imperative to developing trust and understanding.
2. Respect and value the scope, services and support offered by local Indigenous and Community Organisations.
3. Partner with Clontarf to develop opportunities for students across Australia.
4. Seek to utilise the unique skills and perspectives of Indigenous Australian jobseekers.
5. Seek to identify, engage and support Indigenous Australians in roles which are considered meaningful and sustainable.
6. Seek to maximise training and/or employment opportunities for Indigenous Australians.
7. Aim to meet its corporate social responsibilities and objectives in its promotion of local people for local jobs.
8. Aim to partner with other Indigenous companies and suppliers to support Indigenous businesses.

### Building Productive Partnerships Through Effective Engagement Strategies

Doolan Plumbing Services believes that the key to a successful engagement strategy is to have an infrastructure that measures and supports engagement protocols. It also assists to establish strong, sustainable relationships within the Indigenous communities and other Indigenous Service providers.

The success of this strategy for Doolan Plumbing Services will require a comprehensive evaluation report detailing the effectiveness of the strategy and measurable outcomes. The Doolan board of Directors will play an important role towards ensuring engagement objectives are being met.

The key focus in this engagement strategy is to ensure effective engagement protocols are adhered to by all Doolan staff, partners and networks.

#### Effective engagement protocols will:

- Identify effective and culturally appropriate engagement procedures
- Acknowledge that Doolan Plumbing Services have targeted approaches, in particular to self-determination within the engagement process
- Ensure the policy framework is flexible to allow measurable objectives to be achieved.



Cross-cultural awareness can play a major role in developing better understanding and stronger working relationships amongst Indigenous service providers and client sites. It can serve as the foundation for workplace cohesion, and it can play a major role in managing cultural factors in the workplace.

### **Cultural awareness training can help to:**

1. Understand issues that are specific to Indigenous Australian people.
2. Develop a plan for increasing Indigenous job seekers across the building industry.
3. Enhance skills and knowledge needed to assist Indigenous interactions.
4. Recognise situations that could lead to discrimination.

The fundamental foundations for effective Aboriginal community consultation are listed to assist in a process that demonstrates respect, establishes sound working relationships based on transparency, honesty, as well as the improvement of working relationships with Aboriginal people and communities.

### **Key considerations:**

1. Recognition that Aboriginal cultures are; fluid, dynamic, unique and acknowledgement that consultation needs to occur across all issues that may affect Aboriginal peoples and places.
2. All people have the right to be consulted with, if the issues affect the place that person or community lives in.
3. The right to choose the appropriate people and place to conduct consultation.
4. The full purpose and process for the consultation should be clearly articulated to participants prior to actual consultations being undertaken.
5. Participants should be treated with respect, dignity and the right of participants to be heard and to speak will be valued.
6. All views expressed in the consultation process should be considered at all times.
7. Agreements sought during consultations should be reached by consensus.
8. The Aboriginal community will receive feedback from the consultations in a timely manner.
9. That effective consultation is conducted with Aboriginal communities and individuals.



10. The context for undertaking consultation within communities must include the components of:

- 10.1 **Inclusiveness** - the need to include the Aboriginal community in the process, as well as relevant community organisations.
- 10.2 **Accessibility** – all documentation must be in plain English and have a clear explanation of technical details. Representatives conducting the consultations are to be accessible to Aboriginal individuals and communities throughout the process, as well as providing information that will assist decision-making. **Respect** – acknowledging the varying roles, responsibilities, obligations and rights of Aboriginal peoples and communities. To be respectful of culture and people is the first step in the process of developing working relationships.
- 10.3 **Accountability** – acknowledging the responsibility to adequately consider the rights and needs of Aboriginal individuals and community groups. Those parties to the consultation will be accountable for the decisions made in the consultation process.

## Key Objectives

In summary, the key objectives to be adopted by Doolan Plumbing Services will ensure that the engagement strategy will:

- Satisfy the local indigenous community needs
- Provide effective solutions and outcomes for Doolan Plumbing Services as well as its partners across the building industry
- Satisfy Government Requirements and adhere to current legislation relating to employment of Indigenous Australians.

