



RECONCILIATION
ACTION PLAN

REFLECT



APRIL 2022 - APRIL 2023

RECONCILIATION ACTION PLAN



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MESSAGE FROM RECONCILIATION AUSTRALIA

CEO STATEMENT

Reconciliation Australia welcomes Pattersons Insurerbuild to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Pattersons Insurerbuild joins a network of more than 1,100 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 Pattersons Insurerbuild 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 Pattersons Insurerbuild, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



OUR BUSINESS

Established in 1996, Pattersons Insurerbuild has been servicing the insurance industry for 24 years, providing specialised insurance building repairs across Australia and New Zealand following an insurable event such as fire, flood, impact, storm, and malicious damage. We work on behalf of insurers to assess damage, co-ordinate repairs and ensure the work is completed to the best standard.

At Pattersons Insurerbuild, we are driven to exceed the expectations of insurers and their end-clients. We will reduce the life cycle of claims and the cost of repairs. Insurers can rely on Pattersons Insurerbuild to satisfy their clients. Clients can count on us for efficient, top-quality repairs.

We are licensed in domestic and commercial building. Our experience, our personalised approach and our extensive networks mean we are prepared for any situation.

Regardless of the size, type and location of the project, we can deliver. At Pattersons Insurerbuild, we have a unique operating system that is one of the best technological advances in the industry. Our system manages all aspects of the claims process at the same time as updating clients with a real-time progress report on their project.

"Pattersons is the first and longest established national building solution for insurers which has seen us successfully establish, consolidate, and entrench operations in every state as well as the north and south islands of New Zealand via our locally operated and nationally supported model."

OUR BUSINESS

Pattersons Insurerbuild are proud to employ approximately 117 people within Australia and New Zealand as well as engage hundreds of subcontractors each year. Around 45 employees are based in the Melbourne head office Branch, with a Building Manager and/or Operations Manager located in each state, alongside the Customer Care Team, Estimating Team and the Project Management Team.

Pattersons have never asked questions relating to our employee's heritage or culture, therefore we don't have any current or relevant data to provide. However, while we do not currently have relevant data on the number of staff who identify as an Aboriginal and/or Torres Strait Islander person, we plan to provide staff with the opportunity to voluntarily self-identify. This will help us to determine the level of diversity within our organisation, helping us become a more inclusive business overall.

Our company has organically grown from a single branch in Victoria where our head office is located into now being one of the most reputable insurance builders servicing Australia and New Zealand. Pattersons currently have 6 office locations across Australia.

The vision to expand Pattersons Insurerbuild Australia-wide began in 1999 and the model was developed when a trial branch was opened in Eaglehawk, Bendigo in 2000, quickly followed by the Kingsgrove, Sydney branch in October 2000. Pattersons continued to open offices in other regions soon after including an office in Underwood, Queensland in March 2004, an office in Cockburn Central, Western Australia in October 2006, and Somerton Park, Adelaide in June 2008. We expanded once again and now operate in New Zealand from 2010 and the ACT from 2016, however we do not have office locations set up currently in these regions.

OUR RAP

Pattersons Insurerbuild are beginning our RAP journey to create a more diverse, inclusive, and dynamic working environment where Aboriginal and Torres Strait Islander cultural awareness is recognised and raised.

We want to provide equal employment opportunities and to develop stronger economic and social relationships with Aboriginal and Torres Strait Islander people and increase our employee's appreciation of the First Nations histories and cultures.

Pattersons are committed to making a positive contribution to the communities in which we operate through and want to acknowledge and pay our respects to the Traditional Owners of Country throughout Australia.

Pattersons have begun to implement procedures into the recruitment process that encourage equal employment opportunities and strongly encourage people of Aboriginal and Torres Strait Islander people to apply for all positions to provide equal opportunities.

This is the first step in our reconciliation journey to begin implementing best practices to create and improve our workplace culture to understand, value and respect the cultures of Aboriginal and Torres Strait Islander peoples.

PATTERSONS INSURERBUILD INTENDS TO IMPLEMENT OUR RAP BY:

- **SUPPORTING AND RAISING AWARENESS OF ABORIGINAL AND TORRES STRAIT ISLANDER EVENTS AND ORGANISATIONS PROVIDING OUR EMPLOYEES WITH THE OPPORTUNITIES TO BUILD AWARENESS AND KNOWLEDGE.**
- **CREATING A DIVERSE AND INCLUSIVE WORKPLACE BY ATTRACTING AND RETAINING A DIVERSE GROUP OF STAFF, INCLUSIVE OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES.**

RELATIONSHIPS



Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	April 2022	General Manager – QLD/NSW
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	June 2022	Human Resources Officer
Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff 	April 2022	Marketing Officer
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May- 3 June, 2022	General Manager – QLD / NSW
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May- 3 June, 2022	General Manager – QLD / NSW
Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	July 2022	Executive General Manager
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	April 2022	Marketing Officer
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	April, 2022	General Manager – QLD

Action	Deliverable	Timeline	Responsibility
<p>Promote positive race relations through anti-discrimination strategies.</p>	<ul style="list-style-type: none"> • Research best practice and policies in areas of race relations and anti-discrimination. • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	<p>June, 2022</p> <p>June, 2022</p>	<p>Human Resource Officer</p> <p>Human Resource Manager</p>



Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. Conduct a review of cultural learning needs within our organisation. 	<p>July, 2022</p> <p>July, 2022</p>	<p>Marketing Officer</p> <p>Human Resources Officer</p>
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	<p>April, 2022</p> <p>April, 2022</p>	<p>HR Manager & HR Officer</p>
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. Introduce our staff to NAIDOC Week by promoting external events in our local area. RAP Working Group to participate in an external NAIDOC Week event. 	<p>June, 2022</p> <p>June, 2022</p> <p>First week in July, 2022</p>	<p>Marketing Officer</p> <p>Marketing Officer</p> <p>General Manager QLD/NSW</p>

GOVERNANCE



Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation. Draft a Terms of Reference for the RWG. Establish Aboriginal and Torres Strait Islander representation on the RWG. 	<p>May, 2022</p> <p>September, 2022</p> <p>September, 2022</p>	<p>National HR Manager</p> <p>Legal Counsel</p> <p>National HR Manager</p>
Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. Engage senior leaders in the delivery of RAP commitments. Define appropriate systems and capability to track, measure and report on RAP commitments. 	<p>August 2022</p> <p>August 2022</p> <p>October 2022</p>	<p>Marketing Officer</p> <p>Marketing Officer</p> <p>National HR Manager</p>
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, 2022	Human Resources Officer
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	November, 2022	Human Resources Officer

OPPORTUNITIES



Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	August, 2022	Marketing Officer
	<ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September, 2022	HR Manager & HR Officer
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	November, 2022	HR Manager & HR Officer
	<ul style="list-style-type: none">Investigate Supply Nation membership.	March, 2022	

Contact Details

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