

---

# RECONCILIATION ACTION PLAN

## REFLECT

October 2022 to December 2023



---

## Acknowledgement of Country

SABE Services Group acknowledges the Traditional Owners of the Land where we work and live. We pay our respects to Elders past, present and emerging. We celebrate the stories, culture, and traditions of Aboriginal and Torres Strait Islander Elders of all communities who also work and live on this Land.

---

---

## A message from Reconciliation Australia.

Reconciliation Australia welcomes SABE Services Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

SABE Services Group 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 SABE Services 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 SABE Services, 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



---

## Message from our Managing Director

It is with great pleasure that SABE Services Group is able to share its inaugural Reconciliation Action Plan (RAP) developed in collaboration with Reconciliation Australia. Our Reflect RAP demonstrates our company's commitment to reconciliation with Aboriginal and Torres Strait Islander peoples throughout Australia.

SABE Services Group was first established in 1997 and provides heating, ventilation and air conditioning services from offices located from the Gold Coast to the Wide Bay Region in Queensland.

Our Unique Value Proposition is building exceptional service through great people, with the company's ongoing success built around developing close working relationships with our team members and long-term clients. Trust, honesty, integrity, and respect are the cornerstones of our business success; this Reflect RAP provides a pathway for us to create a lasting legacy of respecting the cultural heritage of First Australians.

By providing our team with opportunities to learn from and about the rich cultures of Aboriginal and Torres Strait Islander peoples we can contribute to the preservation of their stories, cultures, and connection to Country. Through these learnings we can help to bring about the respect and understanding required to bring us all closer together.

This plan represents a framework for SABE Services Group team members to take positive steps in the reconciliation journey now and into the future.

We look forward to taking our valued team members on this journey.

Greg Dalton

Managing Director

---

## Our Business

Established in 1997, SABE Services Group is a 100% Queensland owned and operated company that specialises in the design, supply, installation, and maintenance of commercial air conditioning and mechanical services systems for the built environment. From major installation projects, preventative maintenance programs, breakdown repairs and after-hours servicing, SABE Services Group has the capabilities, experience, resources and relevant licences and insurances to provide tailored and specifically engineered solutions to meet our clients' requirements.

SABE Services Group consists of a strong and knowledgeable leadership team, which from its inception has given it strength to prosper in all economic climates. Our deliberate choice to employ permanent employees has resulted in a team of dedicated staff members, with a broad range of knowledge and skills that provide consistently high levels of service to our clients.

We currently employ 50 staff across Southeast Queensland with one employee currently identifying as a First Nations person.

The SABE Services Group management team has extensive experience in the industry allowing us to provide quality service to all customers while maintaining the asset value of installed equipment to a high standard. It is our philosophy that by providing a professional service giving value for money, we can build long term relationships with our clients.

With our head office located in Brisbane, and branch offices on the Gold Coast, Sunshine Coast, and Wide Bay we are well placed to provide our services throughout Queensland and Northern New South Wales.

SABE Services Group – building exceptional service through great people.

For more information visit [www.sabe.com.au](http://www.sabe.com.au) or contact our office on 1300 372 237.



---

## Our RAP

This plan represents a framework for SABE Services Group team members to take positive steps in the reconciliation journey now and into the future.

We are committed to engaging with and increasing employment opportunities for Aboriginal and Torres Strait Islander peoples within our local community. We believe being an employer of choice encompasses creating pathways to maximise opportunities for everyone in our community.

Implementation of our RAP will be a multi-pronged approach. We will leverage local community networks to identify Aboriginal and/or Torres Strait Islander peoples who may be interested in available job opportunities as they present.

The next step will be to strongly encourage applications from local Aboriginal and/or Torres Strait Islander peoples on job advertisements. We will also reach out to specialist employment consultants and engage with them to identify suitable Aboriginal and/or Torres Strait Islander candidates for roles.

Preliminary enquiries have been made relating to information on the Traditional Owners and residents of the Land surrounding our head office in Loganholme, our primary place of operations. We have sought advice and guidance from the Queensland State Government to help begin our journey.

The Directors and senior management of SABE Services Group have been the driving force behind getting our RAP up and running and will continue to play an active role in the plan's progression.

Our RAP Champion is our HSEQ Systems Manager.

---



## Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> </ul>	Oct 2022	HSEQ Systems Manager
	<ul style="list-style-type: none"> <li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	Oct 2022	HSEQ Systems Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li> </ul>	May 2023	HSEQ Systems Manager
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	27 May – 3 June, 2023	Director
	<ul style="list-style-type: none"> <li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May – 3 June, 2023	Director
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff.</li> </ul>	Nov 2022	Managing Director
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	Nov 2022	General Managers
	<ul style="list-style-type: none"> <li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	Nov 2023	HSEQ Systems Manager
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	Dec 2022	HSEQ Systems Manager
	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</li> </ul>	Dec 2022	Director



## 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.	<ul style="list-style-type: none"><li>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.</li></ul>	<i>Dec 2022</i>	<i>General Manager</i>
	<ul style="list-style-type: none"><li>Conduct a review of cultural learning needs within our organisation.</li></ul>	<i>Jan 2023</i>	<i>General Manager</i>
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"><li>Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.</li></ul>	<i>Jan 2023</i>	<i>Director</i>
	<ul style="list-style-type: none"><li>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li></ul>	<i>Jan 2023</i>	<i>HSEQ Systems Manager</i>
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"><li>Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li></ul>	<i>June 2023</i>	<i>Director</i>
	<ul style="list-style-type: none"><li>Introduce our staff to NAIDOC Week by promoting external events in our local area.</li></ul>	<i>June 2023</i>	<i>Director</i>
	<ul style="list-style-type: none"><li>RAP Working Group to participate in an external NAIDOC Week event.</li></ul>	<i>First week in July, 2023</i>	<i>Director</i>





## Opportunities

Action	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	<ul style="list-style-type: none"><li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li></ul>	<i>Jan 2023</i>	<i>Director</i>
	<ul style="list-style-type: none"><li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li></ul>	<i>Jan 2023</i>	<i>Director</i>
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	<ul style="list-style-type: none"><li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li></ul>	<i>Feb 2023</i>	<i>Procurement Officer</i>
	<ul style="list-style-type: none"><li>Investigate Supply Nation membership.</li></ul>	<i>Feb 2023</i>	<i>Procurement Officer</i>



## Governance

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	<ul style="list-style-type: none"> <li>Form a RWG to govern RAP implementation.</li> </ul>	<i>Oct 2022</i>	<i>HSEQ Systems Manager</i>
	<ul style="list-style-type: none"> <li>Draft a Terms of Reference for the RWG.</li> </ul>	<i>Oct 2022</i>	<i>Director</i>
	<ul style="list-style-type: none"> <li>Establish Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	<i>Oct 2022</i>	<i>Director</i>
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> </ul>	<i>Oct 2022</i>	<i>Director</i>
	<ul style="list-style-type: none"> <li>Engage senior leaders in the delivery of RAP commitments.</li> </ul>	<i>Oct 2022</i>	<i>Director</i>
	<ul style="list-style-type: none"> <li>Appoint a senior leader to champion our RAP internally.</li> </ul>	<i>Oct 2022</i>	<i>Managing Director</i>
	<ul style="list-style-type: none"> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	<i>Oct 2022</i>	
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>	<i>June 2023 (annually)</i>	<i>HSEQ Systems Manager</i>
	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.</li> </ul>	<i>Aug 2023</i>	<i>HSEQ Systems Manager</i>
	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	<i>Sept 2023</i>	<i>HSEQ Systems Manager</i>
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	<ul style="list-style-type: none"> <li>Register via Reconciliation Australia's website to begin developing our next RAP.</li> </ul>	<i>Sept 2023</i>	<i>HSEQ Systems Manager</i>

---

### Contact details

Should you have any questions about our company's Reconciliation Action Plan, please direct all enquiries to one of our RAP Champions:

*Name: Geoff Oxtoby*

*Position: HSEQ Systems Manager*

*Phone: 0417 698 688*

*Email: RAP@sabe.com.au*

*Name: Zoe Byrne*

*Position: Director*

*Phone: 1300 372 237*

*Email: RAP@sabe.com.au*

*Name: Greg Dalton*

*Position: Managing Director*

*Phone: 1300 372 237*

*Email: RAP@sabe.com.au*

---