



# RECONCILIATION ACTION PLAN

REFLECT

30 June 2023





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Icon Water acknowledges the Traditional Custodians of the Canberra region, the Ngunnawal peoples. We pay our respect to their continuing culture and the contribution they make to the life of this city and region. We pay our respect to their Elders - past, present and emerging. We also acknowledge the First Peoples of the broader region in which we may work.

## A MESSAGE FROM OUR MANAGING DIRECTOR

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It gives me great pleasure to launch Icon Water's first Reconciliation Action Plan (RAP). This RAP marks the beginning of our reconciliation journey. Our Reflect RAP will give us time to build awareness and support for the RAP across our business and provide a foundation for progressing reconciliation activities and the development of future RAP frameworks.

This RAP represents our commitment to reconciliation and the actions within this plan will enable us to build cultural awareness across our business and to seek out authentic opportunities to engage with Aboriginal and Torres Strait Islander peoples: as our valued customers, suppliers, employees and integral members of the Canberra region community.

We are proud to be Canberra's supplier of essential water and sewerage services and we recognise that we have a key role in the protection and conservation of our precious water storages and catchments. Our reach is broad, and incorporates the Cotter, Queanbeyan and Murrumbidgee rivers and over 800,000 hectares of catchment area. We recognise that these catchment areas were traditional dwelling points for Aboriginal people and are rich with Aboriginal cultural history. The First Peoples have sustainably managed these waterways and catchments for thousands of years and there is great value in collaborating and sharing knowledge with the Traditional Owners of this region.

I would like to thank the RAP working group for their efforts in developing this plan and the support provided by Reconciliation Australia.

I look forward to seeing our first RAP implemented and to strengthening our engagement with Aboriginal and Torres Strait Islander peoples.



Ray Hezkial  
Managing Director



It gives me great pleasure to launch Icon Water's first Reconciliation Action Plan. This RAP marks the beginning of our reconciliation journey.



## MESSAGE FROM RECONCILIATION AUSTRALIA

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Reconciliation Australia is delighted to welcome Icon Water to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Icon Water joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides Icon Water a roadmap to begin its reconciliation journey. Through implementing a Reflect RAP, Icon Water will lay the foundations for future RAPs and reconciliation initiatives.

We wish Icon Water well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend Icon Water on its first RAP, and look forward to following its ongoing reconciliation journey.

Karen Mundine  
Chief Executive Officer  
Reconciliation Australia



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## OUR RAP ARTWORK

### About the artist

Canberran and Ngunnawal, Wiradjuri and Kamilaroi artist Lynnice Church created the Icon Water Reconciliation Action Plan Artwork titled "Three Rivers".

Lynnice is named after her grandmother, Letty Little nee Bell, a Ngunnawal woman who along with her late father Wiradjuri/Ngunnawal man Richard Little and Mother Wiradjuri/Kamilaroi woman Kaylene Bamblett inspires Lynnice every time she paints. Her connections extend across Ngunnawal country (Canberra, Yass, Pudmans and Blakeney Creek), Wiradjuri Country (Tumut, Brungle Mission, Wagga Wagga, Cowra and Narrandera to Gilgandra) and Kamilaroi Country.

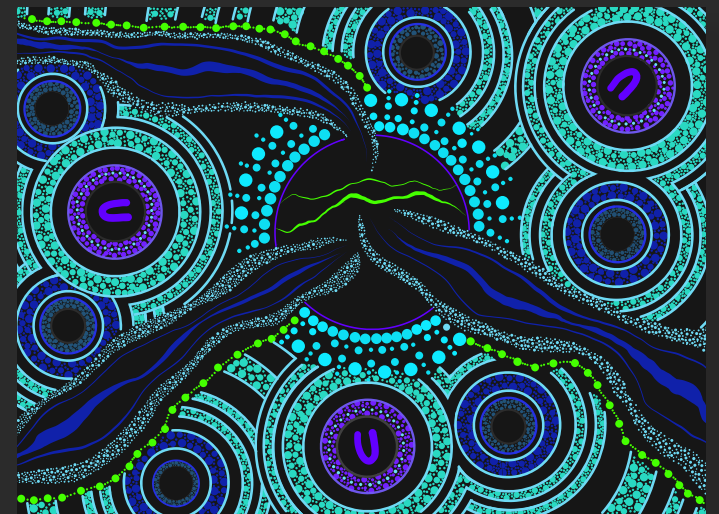
### About the artwork

Lynnice's artwork represents the three rivers that connect on Ngunnawal Country: the Molonglo, Murrumbidgee and Yass rivers.

The rivers were used as pathways to travel across Country, the small dots represent the pathway and journey of our people to the inner circle that connects those three rivers as a place of gathering.

In the middle of the circle the outline of the mountain ranges surrounding Ngunnawal Country are significant in our landscape. These were pathways and places of learning as well.

The smaller circles across the picture are symbolic of different places on Country and the importance of taking care of our land, water and the environment to ensure balance, sustainability and cultural knowledge into the future.







## OUR BUSINESS

**Our core purpose** - To sustain and enhance quality of life

Icon Water supplies water to Canberra and is the bulk water supplier to Queanbeyan and Googong Township. This is a combined population reach of over 480,000.

**Our vision** - A valued partner in the community

Icon Water has two office locations, in Mitchell and Canberra City. Along with our field staff, we also have staff located at Lower Molonglo Water Quality Control Centre, Stromlo Water Treatment Plant and Googong Water Treatment Plant.

Icon Water is the ACT's supplier of essential water and sewerage services; proudly serving the community for over 100 years. We source, treat and supply water through a direct relationship with our customers and community. We own and operate assets worth over \$2.6 billion, comprising the ACT's network of dams, water treatment plants, sewage treatment plants, reservoirs, water and sewage pumping stations, mains and related infrastructure.

We employ over 400 people. We are committed to creating a diverse and inclusive workforce, which to date has placed particular emphasis on creating a respectful and supportive working environment where all employees have the opportunity to contribute meaningfully and develop professionally. Icon Water currently employs nine people who identify as Aboriginal and Torres Strait Islanders.







## OUR CORE VALUES



### Safety

Accepting personal responsibility to ensure a safe workplace and contribute to a safe community.



### Openness

Building strong relationships by acting with integrity and being receptive to the views of others.



### Excellence

Involving the right people at the right time to get a result we can be proud of.

## OUR RAP

We are developing our Reconciliation Action Plan to support us as we build cultural awareness across our organisation and to acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the lands on which we do business. Icon Water values and protects the rich Aboriginal cultures of the Canberra and surrounding region, and the land and waterways we manage. Our RAP will contribute to Icon Water building strong and respectful relationships with Aboriginal and Torres Strait Islander communities.

Icon Water has established a working group to develop and implement the Reflect RAP. Working Group members bring together ideas and past experiences with reconciliation. The Working Group includes two Aboriginal and Torres Strait Islander employees.

The RAP is proudly championed by our Board and Executive.



RAP working group

In order – Cameron Patrick , Davina McCormick (Executive Sponsor), Tanya Booth, Alison Sette, Lucinda Chacos, Mechelle Badsha-Swanepoel, Kerrie Leahy (Chair).

Absent– Ben Bryant, Tim Chaseling, Dean West



Cultural burn – M2G Offset Area at Williamsdale

## OUR PARTNERSHIPS AND CURRENT ACTIVITIES

Icon Water has made a commitment to the community to provide support through partnerships and community events. This commitment is driven by our strategic objectives, community expectations and our social responsibility under the *Territory-owned Corporations Act 1990*. Through the Community Support Program, we seek to ensure Icon Water is a valued partner in the Canberra community, recognised for our positive contribution to the community and the health and wellbeing of its people.

Over recent years, we have been proud to provide financial and in-kind support to local Aboriginal and Torres Strait Islander community groups and events, including:

Our partnership with Dreamtime Connections – Ndayung program supports ACT schools to learn how to build a bush tucker garden at their school and shares knowledge about native plants and Aboriginal and Torres Strait Islander culture.

The Belconnen Arts Centre supports local Aboriginal and Torres Strait Islander artists and performers with the production of a NAIDOC in the North education resource. The resource features recorded performances as well as interviews. The resource is available for schools to use as part of their curriculum.

The Catchment Studio is a platform aiming to educate the community on how to connect with Urban Waterways. They collaborate with traditional custodians of the land, artists, and scientists to create experiences that centre Indigenous practices of caring for country and building awareness to engage with water systems. Their upcoming community engagement initiative is Waterways Country, this program comprising of a series of community workshops, an exhibition and 3-day symposium delivered as part of the November 2022 Design Canberra Festival.

- NAIDOC by the Lake celebrations
- Queanbeyan/Canberra Koori Knockout Competition

- Wi-Ma-Li touch football
- Belconnen Arts Centre
- Greening Australia's Bush Tucker Program with local primary schools.

In addition to the above community-focused activities, we have held internal activities for staff. For example, to acknowledge Canberra's first Reconciliation Day, we held an afternoon tea. It was following this event that there was discussion on commencing our RAP journey and building cultural awareness across our organisation.

In our operational work, we acknowledge that Aboriginal heritage items and places exist on land and waterways under the management of Icon Water. Training and procedures are provided to staff to identify and protect items of cultural heritage significance. When undertaking design and construction of major infrastructure, we perform heritage assessments in consultation with representative Aboriginal organisations, where relevant, to ensure we avoid and minimise impacts on Aboriginal cultural heritage sites and artefacts.

The ancient Aboriginal technique of cultural burning has been revived on our Murrumbidgee to Googong (M2G) Biodiversity Offset property at Williamsdale NSW. With the help of a local Ngunnawal Elder, the Molonglo Conservation Group and the ACT Rural Fire Service, a cultural burn took place in mid-May 2018 to enhance the health of the land and its species. An area of about a hectare was selected for the cultural burn and members of the public were invited to learn from the respected Ngunnawal Elder. We are implementing cultural burning as an ongoing land management practice at our Biodiversity Offset property, to complement the other forms of land management that we use. Through cultural burning practices we also hope to bring people together to learn more about land management from Ngunnawal Elders and in so doing increase the community's appreciation of Aboriginal heritage and their intrinsic connection to Country.





## RELATIONSHIPS

	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<p>Continue to establish opportunities to partner with Aboriginal and Torres Strait Islander stakeholders and organisations.</p> <p>In 2022, this will involve</p> <ul style="list-style-type: none"> <li>In partnership with Dreamtime Connections, build a Bush Tucker Garden at our Mitchell office.</li> </ul>	<p>Ongoing</p> <p>April to June 2022</p>	<p>RAP Working Group</p> <p>Environment and Sustainability Branch</p> <p>Customer Engagement Group leadership team</p>
Build relationships through celebrating National Reconciliation Week (NRW).	<p>Promote Reconciliation Australia's NRW resources to business and encourage and support staff, including leaders and RAP Working Group, to participate in local events that recognise and celebrate NRW.</p> <p>In 2022 this will involve:</p> <ul style="list-style-type: none"> <li>Official launch of 'Bush Tucker Garden' at the Mitchell office.</li> <li>In 2023 this will involve:</li> <li>Working with an Aboriginal and Torres Strait Islander artist to prepare a workplace-initiated artwork that displays our commitment to reconciliation</li> </ul>	<p>27 May – 3 June 2022</p> <p>27 May – 3 June 2023</p> <p>1 June 2022</p> <p>This work to be completed prior to NRW 2023 and promoted during NRW 2023</p>	<p>RAP Working Group</p> <p>Communications Branch</p> <p>RAP Working Group</p> <p>Executive Sponsor</p> <p>Environment and Sustainability Branch</p> <p>RAP Working Group Chair</p> <p>All Icon Water employees and Board members involved in delivery</p>
Promote reconciliation through our sphere of influence.	<p>Regularly communicate our commitment to reconciliation to staff.</p> <p>Acknowledge days of significance to Aboriginal and Torres Strait Islander peoples through internal and external media channels.</p> <p>Continue to identify external stakeholders that our organisation can engage with on our reconciliation journey, including through our Community Support Program (CSP).</p> <p>Participate in industry-wide reconciliation forums and share learnings across the business.</p>	<p>Monthly communication through Daily News</p> <p>At least once a quarter</p> <p>Community Support Program call for nominations (annually)</p> <p>Regular meetings of the WSAA Reconciliation Community of Practice</p>	<p>RAP Working Group</p> <p>Communications Branch</p> <p>Communications Branch</p> <p>RAP Working Group Chair</p>



## RESPECT

	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<p>Engage an Aboriginal and Torres Strait Islander provider to develop and deliver a training session that can contribute to our staff understanding of the local Traditional Owners water and catchment management practices and experience.</p> <p>In 2022-23 this will include:</p> <ul style="list-style-type: none"> <li>• Presentation to Executive Leadership Group on traditional water management.</li> <li>• Presentation to the Board by Aboriginal and Torres Strait Islander water management expert</li> <li>• Development of a reconciliation awareness session targeted to Icon Water's field staff.</li> </ul>	<p>Prior to December 2023</p> <p>Prior to December 2023</p> <p>June 2023</p>	<p>RAP Working Group Chair Executive Sponsor</p> <p>RAP Working Group Chair Executive Sponsor</p> <p>RAP Working Group</p>
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<p>Continue to promote awareness of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country Protocols.</p> <p>In 2022-23 this will include:</p> <ul style="list-style-type: none"> <li>• Designing an Icon Water Acknowledgement of Country sticker to be displayed on our vehicles.</li> <li>• Continue to build list of Ngunnawal words displayed on intranet and promote use of words in communications, where relevant and appropriate.</li> <li>• Develop an Acknowledgement of Country workshop for staff (either via video or in-person)</li> </ul>	<p>March 2023</p> <p>Regular updates</p> <p>September 2022</p>	<p>RAP Working Group Communications Branch</p> <p>RAP Working Group</p>
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<p>Raise awareness and share information with staff on the meaning of NAIDOC Week and opportunities to be involved in NAIDOC Week events.</p> <p>RAP Working Group members to participate in an external NAIDOC Week event.</p> <p>In 2023 this will involve:</p> <ul style="list-style-type: none"> <li>• Dual naming of Meeting Rooms and the hosting of an event to launch during NAIDOC Week.</li> </ul>	<p>3-10 July 2022</p> <p>30 June 2023</p>	<p>RAP Working Group Communications Branch RAP Working Group</p> <p>RAP Working Group Property</p>



## OPPORTUNITIES

	Deliverable	Timeline	Responsibility
<p>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<p>Investigate opportunities for Aboriginal and Torres Strait Islander employment within our organisation, informed by understanding current Aboriginal and Torres Strait Islander staffing. Develop a proposal for Aboriginal and Torres Strait Islander employment within our organisation, including supporting Aboriginal and Torres Strait Islander young people to engage in work experience during 2022-23.</p>	<p>Promote through recruitment processes throughout the year.</p> <p>June 2023</p>	<p>People and Safety Branch RAP Working Group</p>
<p>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<p>Explore the development of an Aboriginal and Torres Strait Islander Procurement Policy, following a review of existing procurement templates for inclusion of information around cultural sensitivity and encouraging procurement of services (where relevant) from Aboriginal and Torres Strait Islander providers.</p> <p>Publish a list of Aboriginal and Torres Strait Islander businesses that staff can draw from when undertaking relevant procurement activities.</p>	<p>June 2023</p> <p>July 2022</p>	<p>Procurement team RAP Working Group</p> <p>Procurement team RAP Working Group</p>

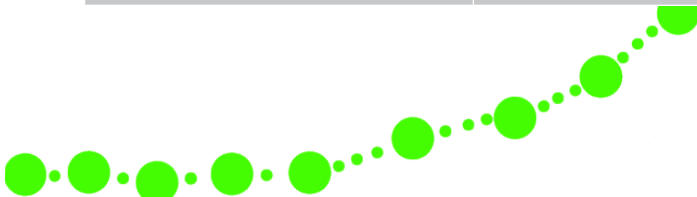




## GOVERNANCE

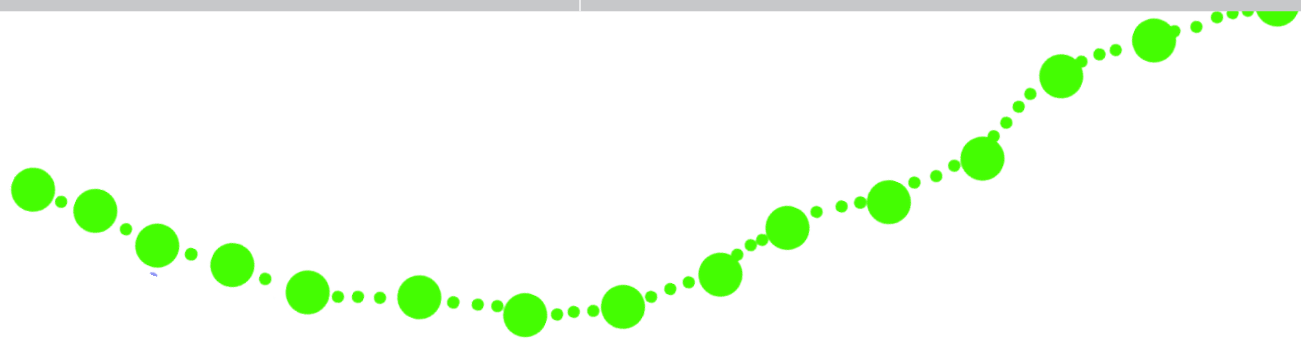
	Deliverable	Timeline	Responsibility
Maintain an effective RAP Working Group to drive governance of the RAP	RAP Working Group to meet at least four times a year. Maintain Aboriginal and Torres Strait Islander representation on the RAP Working Group. This will include regular communication to Icon Water Aboriginal and Torres Strait Islander staff to join the Working Group and/or work on specific RAP actions to provide cultural input.	Quarterly Ongoing	RAP Working Group
Provide appropriate support for effective implementation of RAP commitments.	Continue to engage senior leadership in the delivery of RAP commitments.	Ongoing	RAP Working Group
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Report to the Executive Committee bi-annually. Report to the Board annually. Regular updates provided to the business through Daily News and intranet.	Biannually Annually Monthly	RAP Working Group and Executive Sponsor RAP Working Group and Communications Branch
Continue our reconciliation journey by developing our next RAP.	Commence development of a new RAP, which will commence in July 2023.	April-June 2023	RAP Working Group and Communications team. Consultation with Executive and Board.

ACTION	ACHIEVEMENTS
<p>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<ul style="list-style-type: none"> <li>• Welcome to Country addresses (performed by local Ngunnawal Elder/s) have been undertaken at the start of several Group planning meetings.</li> <li>• Community Support Program sponsorships providing funding to local Aboriginal organisations.</li> <li>• On Country Cultural Awareness training conducted.</li> <li>• EPSDD's first Ngunnawal Water officer presented to Icon Water staff at a Legal and Sustainability Group meeting.</li> <li>• Ongoing relationship between Icon Water's Environment and Sustainability Branch and ACT Government Aboriginal and Torres Strait Islander Parks staff and Elders.</li> <li>• Let's Talk Water and Wastewater customer and community engagement program</li> <li>• ANU Aspi Baria Scholarship.</li> <li>• Ongoing relationship with the local Aboriginal community members on CAPEX projects.</li> </ul>
<p>Build relationships through celebrating National Reconciliation Week (NRW).</p>	<ul style="list-style-type: none"> <li>• NRW promoted across the business with internal communications and posters.</li> <li>• Several Working Group members attend Canberra community NRW events each year.</li> </ul>
<p>Promote reconciliation through our sphere of influence.</p>	<ul style="list-style-type: none"> <li>• Board and Executive committed to Reconciliation.</li> <li>• Reconciliation information available to staff via the Reconciliation Intranet page.</li> <li>• Books that focus on reconciliation matters available for staff to borrow.</li> <li>• MD message to staff on importance of reconciliation.</li> <li>• RAP artwork backdrop to MD's end-of-year message.</li> <li>• RAP artwork displayed in the reception area of Icon Water Mitchell Office.</li> <li>• Reconciliation actions and our commitment detailed in our public-facing documents – Annual Report and Business Strategy.</li> <li>• Powerpoint presentation template updated to include Acknowledgement of Country.</li> <li>• The Belconnen Trunk Sewer project is looking at options for Aboriginal artwork to be used on stack/s.</li> <li>• Reconciliation is promoted during education sessions and communications conducted through Icon Water's education program, where appropriate.</li> </ul>
<p>Continue to identify external stakeholders for our organisation to engage with on our reconciliation journey.</p>	<ul style="list-style-type: none"> <li>• Community Support Program continues to be a vehicle to engage with Aboriginal and Torres Strait Islander community organisations and organisations that provide support to Aboriginal and Torres Strait Islander community.</li> <li>• Part of the WSAA Reconciliation Community of Practice.</li> <li>• A RAP working group member is the Engineering on Country coordinator for the ACT region for Engineers without Borders.</li> </ul>





ACTION	ACHIEVEMENTS
Promote positive race relationships through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>• Icon Water's Diversity and Inclusion policy promoted.</li> <li>• Cultural Awareness Survey conducted.</li> <li>• On Country Cultural Awareness training conducted.</li> </ul>
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>• Reconciliation information provided through the intranet.</li> <li>• Template signature block incorporating the Acknowledgement of Country.</li> <li>• Template for including 'Ngunnawal Country' on address blocks.</li> <li>• Information on how to prepare an Acknowledgement of Country is available on intranet, along with a link to a list of Ngunnawal elders who can be approached to deliver a Welcome to Country.</li> <li>• Encouraging the use of Ngunnawal language in greetings, such as Yuma for hello.</li> </ul>
Demonstrate respect to Aboriginal and Torres Strait Islander people by observing cultural protocols.	<ul style="list-style-type: none"> <li>• Acknowledgement of Country addresses are now commonplace in key meetings such as Board, Executive and meetings with stakeholders.</li> <li>• Cultural burn conducted at Williamsdale offset property, with future burns planned.</li> </ul>
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC week.	<ul style="list-style-type: none"> <li>• NAIDOC week events have been promoted to the business.</li> <li>• External communications acknowledging the value of Aboriginal and Torres Strait Islander Culture published each day of NAIDOC week.</li> <li>• Several RAP Working Group members have attended events during NAIDOC week.</li> </ul>



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**TTY for Hearing Impaired**

133 677

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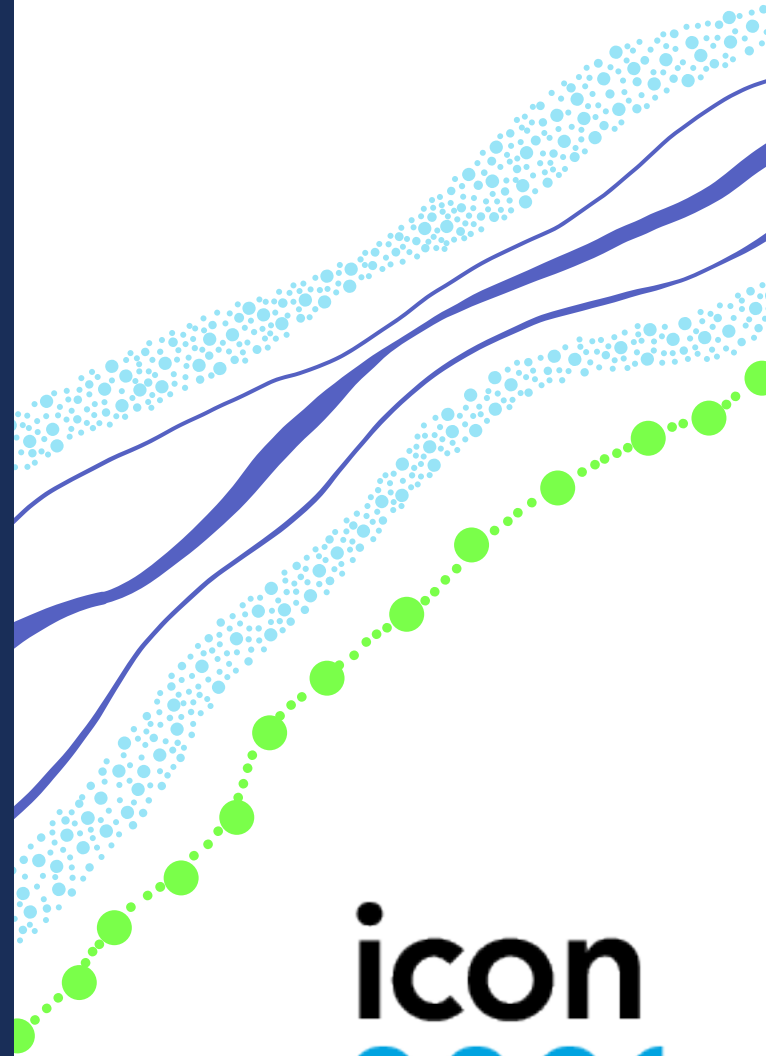
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Three Rivers by Lynnice Church



**icon**  
WATER