



# RECONCILIATION ACTION PLAN

REFLECT





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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.

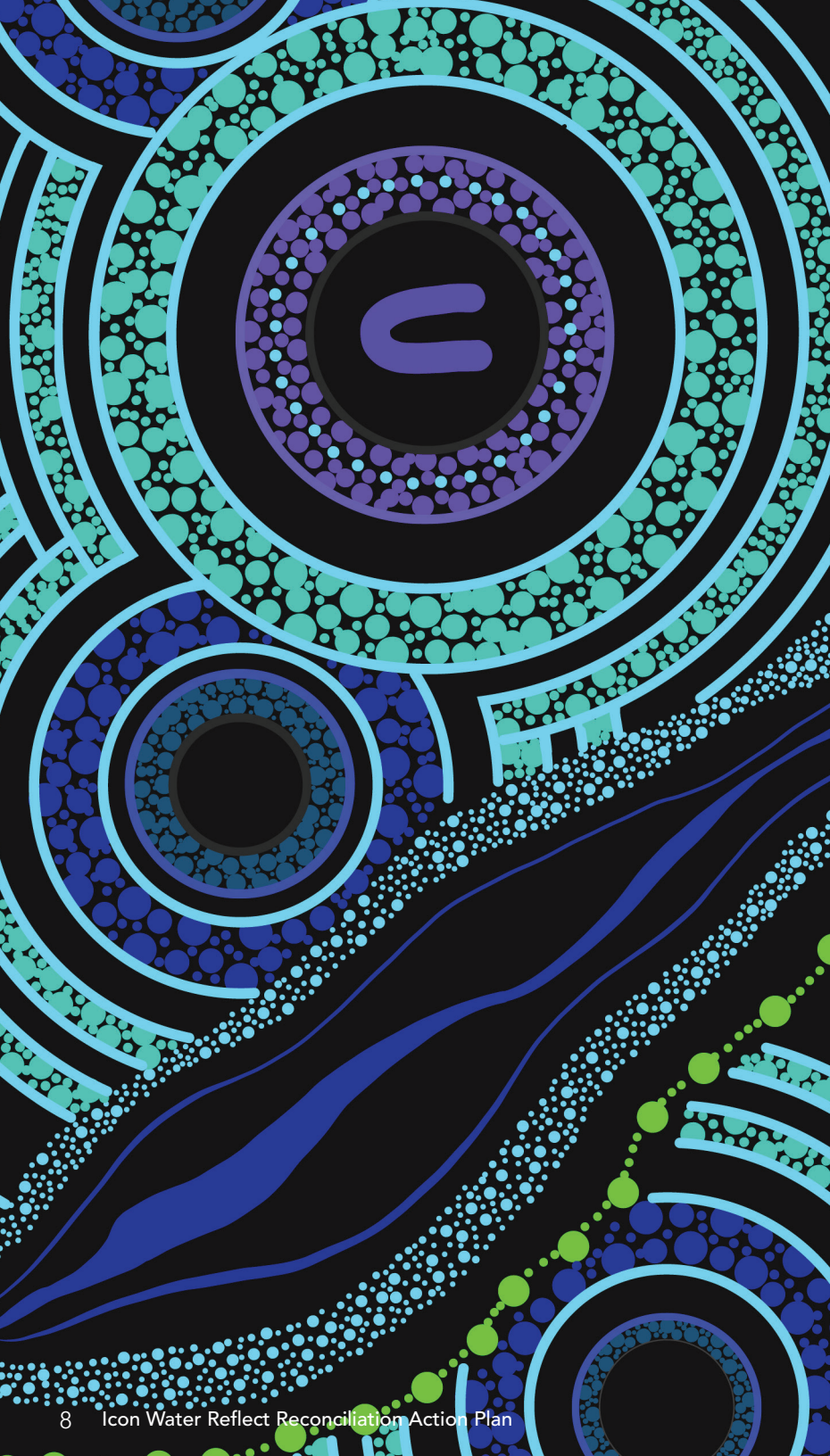
The rivers were used as pathways to travel across Country, the small dots represent the pathway and journey of our people to the inner circle that connects those three rivers as a place of gathering.

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:

Wii-Ma-Li touch football team to assist with the cost of uniforms, purchase of footballs, water bottles, health packs for their competition day and a first aid kit.

Belconnen Arts Centre to support 2018 NAIDOC 'Because of Her we Can' activities, which included engaging local Aboriginal and Torres Strait Islander art professionals to deliver practical, drop-in workshops throughout the event.

- 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

	Action	Deliverable	Timeline	Responsibility
1	Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	April 2020	Environment and Sustainability Branch
		Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	January 2021	RAP Working Group
2	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	In the lead up to, and during, NRW: 27 May – 3 June 2020 27 May – 3 June 2021	Communications and Engagement Branch and RAP Working Group
		RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2020 27 May – 3 June 2021	RAP Working Group
		Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2020 27 May – 3 June 2021	Executive, RAP Working Group
3	Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Regularly via intranet	Communications and Engagement Branch and RAP Working Group
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2020	Community Support Program Manager
		Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2019	RAP Working Group
4	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	March 2021	People Business Partner and RAP Working Group Chair
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.		People Business Partner and RAP Working Group Chair
		Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2020	RAP Working Group



## 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.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	April 2020 (Implementation Plan)	RAP Working Group Chair
		Conduct a review of cultural learning needs within our organisation.	Conduct an initial online survey in November 2020 (coincide with NAIDOC week) Repeat survey in March 2021	RAP Working Group Chair, with Communications and Engagement Branch and People Business Partner
6	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	April 2020	RAP Working Group Chair and Team Leader Catchment Protection and Land Management
		Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Ongoing	Communications and Engagement Branch and RAP Working Group
7	Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week, including information about the local Aboriginal and Torres Strait Islander peoples and communities in the area which we operate.	Commence 2 weeks prior to NAIDOC Week	Communications and Engagement Branch and RAP Working Group
		Introduce our staff to NAIDOC Week by promoting external events in our local area, through our internal communications.		Communications and Engagement Branch
		RAP Working Group to participate in an external NAIDOC Week event.	NAIDOC week, 2020 and 2021	RAP Working Group
		In consultation with Aboriginal and Torres Strait Islander peoples, organise an in-house NAIDOC Week event.		RAP Working Group



## OPPORTUNITIES

Action	Deliverable	Timeline	Responsibility	
8	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Investigate opportunities for Aboriginal and Torres Strait Islander employment within our organisation.	March 2021	People Business Partner, RAP Working Group
		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2021	People Business Partner, RAP Working Group
		Develop a proposal for Aboriginal and Torres Strait Islander employment within our organisation.	May 2021	People Business Partner, RAP Working Group representative
9	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a proposal for procurement from Aboriginal and Torres Strait Islander owned businesses.	October 2020	Procurement team and RAP Working Group representative
		Investigate Supply Nation membership.		Procurement team and RAP Working Group representative





## GOVERNANCE

	Action	Deliverable	Timeline	Responsibility
10	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Draft a Terms of Reference for the RAP Working Group.	December 2019	RAP Working Group Chair
		RAP Working Group to meet at least four times a year.	Quarterly, as required, during 2020 and 2021	RAP Working Group
		Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Monitor progress bi-annually, June 2020, Dec 2020, June 2021	RAP Working Group Chair
11	Provide appropriate support for effective implementation of RAP commitments.	Define and assess resource needs for RAP implementation.	Monitor progress bi-annually, June 2020, Dec 2020, June 2021	RAP Working Group Chair
		Engage senior leaders in the delivery of RAP commitments.	Updates provided to Executive Committee in July 2020, October 2020, February 2021 and May 2021	RAP Working Group Chair, General Manager Customer Engagement
		Define appropriate systems and capability to track, measure and report on RAP commitments.	August 2020	RAP Working Group
12	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.	September 2020 September 2021	RAP Working Group
13	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2021	RAP Working Group

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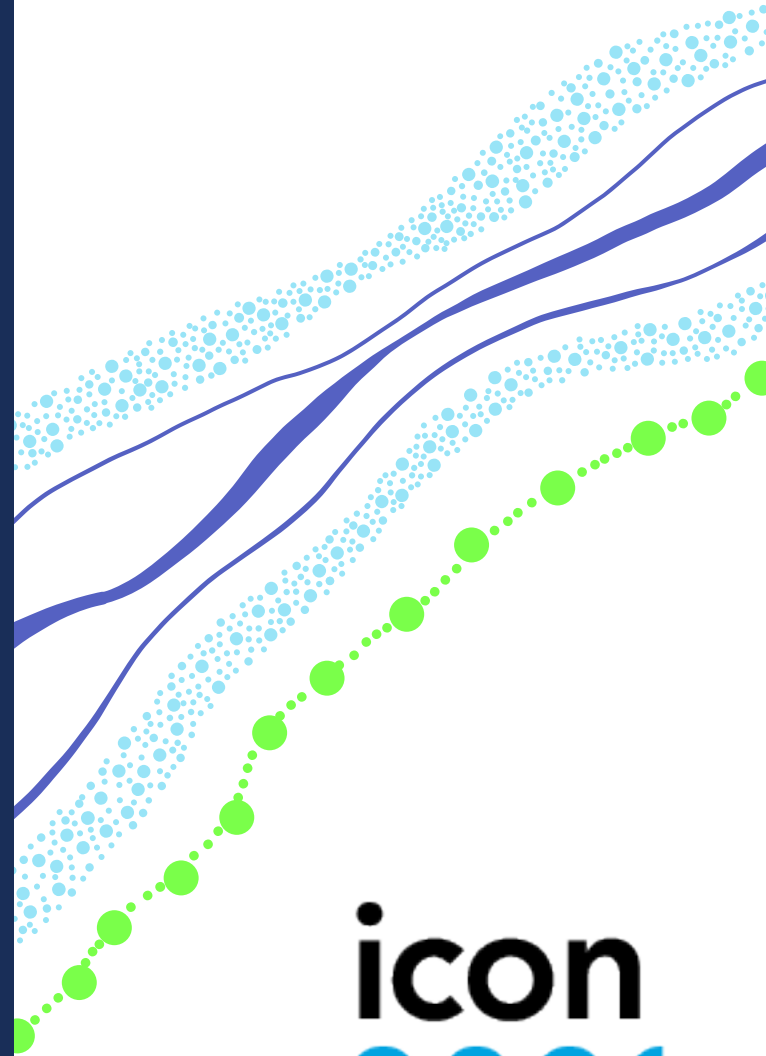
Information about Icon Water and an electronic version of this report can be found at [iconwater.com.au](http://iconwater.com.au).







Three Rivers by Lynnice Church



**icon**  
WATER