



Insight<sup>®</sup> 

# Reflect Reconciliation Action Plan

Insight Enterprises Australia Pty Ltd

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May 2022 - May 2023





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# Message from Reconciliation Australia

## Reconciliation Australia welcomes Insight Enterprises to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Insight Enterprises 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 over 2.3 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 Insight Enterprises 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 Insight Enterprises, 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 CEO

It is such a privilege to be partnering with Reconciliation Australia to launch our inaugural Reflect Reconciliation Action Plan (RAP). The process of creating our RAP has been one of reflection and collaboration and we look forward to putting in place the appropriate foundations for reconciliation both at Insight and in the broader community.

Guided by our values of Hunger, Heart and Harmony Insight is committed to creating a workplace where all people thrive and individual difference is harnessed and celebrated. Reconciliation is a critical part of this aspiration and something all teammates can be part of as we take meaningful and sustainable steps forward. This represents an opportunity for Insight to step up in greater acknowledgment, celebration and protection of Aboriginal and Torres Strait Islanders cultures within communities and workplaces.

Our RAP lays the foundations for listening, learning and taking action using Reconciliation Australia's framework. Over the next 12 months we are committed to undertaking the steps laid out in this plan to achieve to progress on our journey of reconciliation across the areas of Relationship, Respect and Opportunities.

This is the first step in a rich and sustainable partnership with Reconciliation Australia and we are grateful for their support and guidance as we undertake this important work.



**Mike Morgan**  
Senior Vice President & Managing Director  
Insight APAC







## More about the Artist

Madison Conners is a proud Yorta Yorta (Wolithica clan), Dja Dja Wurrung (Moomnom Gunditj Bee clan) and Gamilaroi woman. She was born and grew on her Kannygoopna (Shepparton) meaning the place in the river where big fish are caught. Madison is an artist, a human rights advocate, and a mother of two. Her business, Yarli Creative, is a coming together of her yarka (children), her yakapna (family) and her mulana (spirit).



**Madison Conners**  
Artist

**“My identity is what drives me. It’s something that is within me and comes from the heart. My connection to my environmental surroundings is my blood line and vein to this country and the community which runs deep within. I come from a strong line of women and am following in their footsteps; I aim to embody their full form on this earth and strive to make my mob proud of the work that I create and achieve.”**







# Our business

Insight Enterprises recently celebrated its 30 years in business as a Fortune 500-ranked global IT provider of hardware, software, cloud and service solutions, with over 6000 teammates globally, focused in providing clients the guidance and expertise needed to define, architect, implement and manage Intelligent Technology Solutions that help Australian businesses run smarter. In 2018 Insight was recognised as one of the most admired companies with a global Fortune 500 ranking.

**In Australia we have 333 permanent staff spread across offices in Sydney, Melbourne, Brisbane and Perth**

In all our relationships, across 600+ managed client accounts, 100+ partners and internal teams, we work by our company values of Hunger, Heart and Harmony. Our client base is significant across a large portfolio of corporate enterprise business and government clients. The long-term retention of our clients is a direct result of the culture of our business and the values of our company.

In 2021, Insight was awarded number 15 Great Place to Work in Australia. The Award is a testament to our commitment to fostering a diverse, engaged and passionate workforce. To further build on this achievement we are seeking to expand our Diversity & Inclusion Strategy which includes the implementation of our Reconciliation Action Plan.





# Our Reconciliation Action Plan

Insight strives to create a workplace where all teammates thrive and we are able to leverage and celebrate individual difference. To achieve this, we have had Executive approval of our Diversity and Inclusion Strategy. As a critical part of this strategy, we would like to commence our journey to reconciliation via a Reflect Reconciliation Action Plan. We are pleased to have appointed our RAP Champion, Marea Phillips, the Director of People and Culture.

**We have a diverse workforce, many of whom are from culturally or linguistically diverse backgrounds.**

It is important to us that all teammates have an understanding and respect for Aboriginal and Torres Strait Islander peoples' rich cultures and histories and that we all walk the journey together to a more reconciled Australia. In developing this plan we intend to focus on building awareness and understanding within our workforce via education and celebration. In addition to this we consider this an opportunity to identify and commence relationships within the communities in which we operate.





## 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.	May 2021	Organisational Development Business Partner
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2021	Organisational Development Business Partner
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May/June 2022	Diversity and Inclusion Council Chair
	RAP Working Group members to participate in an external NRW event.	May/June 2022	Diversity and Inclusion Council Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May/June 2022	Organisational Development Business Partner
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2022	Senior Vice President (APAC)
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2022	Organisational Development Business Partner
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2022	Organisational Development Business Partner
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2022	Manager HR Operations
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August 2022	Manager HR Operations





## Respect

Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2022	Lead: Organisational Development Business Partner Support: Learning & Development Specialist
	Conduct a review of cultural learning needs within our organisation.	September 2022	Lead: Organisational Development Business Partner Support: Learning & Development Specialist
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2022	Organisational Development Business Partner
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2022	Lead: Organisational Development Business Partner Support: Learning & Development Specialist
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2022	Diversity and Inclusion Council Chair
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Diversity and Inclusion Council Chair
	RAP Working Group to participate in an external NAIDOC Week event.	July 2022	Manager HR Operations



## Opportunities

Action	Deliverable	Timeline	Responsibility
8. <b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	January 2023	Organisational Development Business Partner
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2023	Lead: Organisational Development Business Partner Support: Learning & Development Specialist
9. <b>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2022	Director of People and Culture
	Investigate Supply Nation membership.	June 2022	Organisational Development Business Partner
10. <b>Support equal and equitable education opportunities for Aboriginal and Torres Strait Islander students</b>	Seek educational partnership proposals from Clontarf Academy, Macquarie University and The Indigenous Literacy Foundation	February 2023	Lead: Organisational Development Business Partner Support: Director of People and Culture
	Select Partner and establish a calendar of activity to leverage partnership	February 2023	





## Governance

Action	Deliverable	Timeline	Responsibility
<b>11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Form a RWG to govern RAP implementation.	May 2022	Diversity and Inclusion Council Chair
	Draft a Terms of Reference for the RWG.	May 2022	Diversity and Inclusion Council Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2022	Organisational Development Business Partner
<b>12. Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	May 2022	Organisational Development Business Partner
	Engage senior leaders in the delivery of RAP commitments.	May 2022	Organisational Development Business Partner
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2022	Organisational Development Business Partner
<b>13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	January 2023	HR Operations Manager
<b>14. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	February 2023	Organisational Development Business Partner

## Contact details

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