

# Reflect Reconciliation Action Plan

March 2023 – March 2024



# A message from Reconciliation Australia

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

TelstraSuper 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 TelstraSuper 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 to TelstraSuper, 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



## About the Artist

Kamara Morgan is a proud Yorta-Yorta, Gunai-Kurnai, Dja Dja Wurrung, Boonwurrung, Taungurung and Baraparapa Aboriginal Artist specialising in contemporary Aboriginal art. Kamara grew up on Yorta-Yorta Country in Shepparton, Victoria and is now living on Wurundjeri Country in Melbourne, Australia.

Kamara expresses her Aboriginal culture and connection to Country through her artwork. Kamara is proud to have grown up around her culture and watching her family members paint. This experience gave her the desire and confidence to pick up a paint brush herself to tell her story and the stories of her Country and culture.

The process of painting on canvas gives Kamara an even stronger feeling of connection to her ancestors and culture and she is excited to share her rich tradition through her paintings.

### Yapameyepuka (together)

This piece represents community and coming together as one for reconciliation. Gathering, nurturing and growing as a company at TelstraSuper and within their community.

The U-shaped symbols represent people sitting around the meeting place (circles) gathering in collaboration with one another.



## Message from our CEO

**Whilst compulsory super has been around for more than 30 years, Aboriginal and Torres Strait Islander peoples still have poorer super outcomes. As a leading profit-to-member super fund, we believe that TelstraSuper has a responsibility to serve all members – this includes Aboriginal and Torres Strait Islander peoples.** I'm pleased to build on our existing work in this space and formalise our efforts with our first Reconciliation Action Plan (RAP). Our Reflect RAP outlines the practical steps we're taking to achieve greater social, economic and financial inclusion for our First Nations peoples.

TelstraSuper has a strong history of valuing diversity, inclusion and equality. We believe we have a responsibility to promote reconciliation and build understanding of Aboriginal and Torres Strait Islander histories, cultures and practices amongst our people. We are committed to building respectful and collaborative relationships with Aboriginal and Torres Strait Islander peoples to create an environment where all cultures are acknowledged, included, and – most importantly – embraced. We look forward to implementing the initiatives outlined in our RAP.



A handwritten signature in black ink, appearing to read 'Chris Davies'. The signature is stylized and fluid, with a large initial 'C' and 'D'.

**Chris Davies**  
Chief Executive Officer  
TelstraSuper

# Our Business

**TelstraSuper is a leading profit-to-member super fund with a strong focus on our members. We manage around \$23 billion of retirement savings on behalf of our members and are committed to providing competitive and cost-effective superannuation services.** Our goal every day is to provide our members and their families with the opportunity to live a life better than they imagined. TelstraSuper Financial Planning provides TelstraSuper members with advice services to help them achieve financial freedom.

TelstraSuper and TelstraSuper Financial Planning employ approximately 350 employees. A voluntary all employee survey found that we do not employ anyone that has identified as Aboriginal or Torres Strait Islander. We hope that as we continue our RAP journey, any of our people that do identify will feel comfortable in sharing this with us. We do however have one Aboriginal director on the TelstraSuper Board of directors.

TelstraSuper and TelstraSuper Financial Planning operate nationally, with members all around Australia and a small number of members located overseas. We also invest money in organisations all around the world.

The TelstraSuper head office is located in Melbourne, Australia. TelstraSuper Financial Planning also has offices in Brisbane, Sydney, and Adelaide.

# Our Reconciliation Action Plan

**We believe that a RAP is an opportunity to reflect and make a positive change for the future. As industry leaders, TelstraSuper and TelstraSuper Financial Planning have a responsibility to use our voice to influence and champion change in our community.** We are for our members – and that includes our Aboriginal and Torres Strait Islander members. We are committed to promoting equality for all Australians and recognise the severe hardship many Aboriginal and Torres Strait Islander peoples face including significant social, economic, and financial disadvantage. While we have already taken some steps on our reconciliation journey, a RAP will formalise and share this commitment.

TelstraSuper has formed a RAP Working Group (RWG) including representatives from various business units. By developing a strong RWG we feel confident in implementing our RAP across the entire business. We have representation and input from an external consultant who is a Victorian Aboriginal woman of Yorta Yorta descent and is the owner and director of Indigenous Cultural Connections Pty Ltd, and can seek advice and guidance from our Aboriginal board member when required.

## The RWG members:

- Krithika Hansen – Chief People Officer, RAP Champion
- Shauna McLean – Engagement and Inclusion Manager, Chair RWG
- Ali Buckley – Business Analyst
- Sarah Goodwin – Corporate Affairs Manager
- Michael Gilmore – Head of Practice Operations
- Wendy Huang – Marketing and Insights Specialist – Member Experience
- Seona James – Yorta Yorta Nations Managing Director Indigenous Cultural Connections Pty Ltd
- Kapil Kumar – Team Lead – Member Administration and Employer Services
- Marian Scully – Business Analyst
- Adam Swanwick – Senior Risk and Compliance Partner
- Nikki Weston – Manager, Member Contact Centre

Krithika Hansen, Chief People Officer is TelstraSuper's RAP champion and is responsible for driving and championing internal engagement and awareness of our RAP.

We will formally launch our RAP by hosting an internal event and keep the business informed through regular updates in our internal newsletter. We will involve our executives in various initiatives to ensure we have buy-in and support from our senior leaders. Additional employees passionate about reconciliation are invited to join the RWG at any time by contacting the RWG Chair.



# Our journey to date

**TelstraSuper has been actively improving the member experience for Aboriginal and Torres Strait Islander peoples for some time. We know the activities to date have made a positive impact to First Nations peoples and we look forward to contributing further through our RAP activities. Our journey to date includes:**

- Developing an ongoing partnership with First Nations Foundation (2019). This included sponsorship and resourcing of the Big Super Day Out events – a community event to help First Nations peoples find their lost super, consolidate accounts, and become educated about the benefits that super offers. The events serviced areas including Darwin, Kununurra, Broome, Gapuwiyak and Galiwin'ku. Team members from TelstraSuper and TelstraSuper Financial Planning volunteered at the 2019 event helping to reunite \$4.3 million in lost super. Unfortunately, due to the Covid-19 pandemic, the 2020 and 2021 events have been postponed but we look forward to being involved in future initiatives.
- Supporting the development of IndigenousSuper.com.au. The website - IndigenousSuper.com.au - was launched by First Nations Foundation to help Indigenous Australians learn about their superannuation, including what benefits it has over the short and long term. It provides users with a 'five-step' plan to take control of their super, including sections on Knowledge, Find it, Grow it, Protect it and Plan it. TelstraSuper is also profiled on the website.
- Changing our proof of identity requirements to allow us to accept alternate ID for Aboriginal and Torres Strait Islander peoples who may not be able to meet the original requirements (as per the rules outlined in the AUSTRAC guidance). This included the creation of a new form aimed to make this process easier for First Nations people.
- Joining up as a member of the Indigenous Super Working Group – the industry collective that looks at ways to improve financial services for Aboriginal and Torres Strait Islander peoples. This includes looking at processes as well as Government policy.
- Communicating internally around key dates such as NAIDOC and Reconciliation Week. In the past this has included sharing information about why these events are significant, sharing links to local community events and encouraging employees to participate. We have also fundraised for First Nations Foundation and invited First Nations representation to share their stories.
- Developing appropriate equal opportunity hiring policies, diversity and inclusion policies and learning and development programs programs.

# TelstraSuper's partnership activities

## Community partnerships

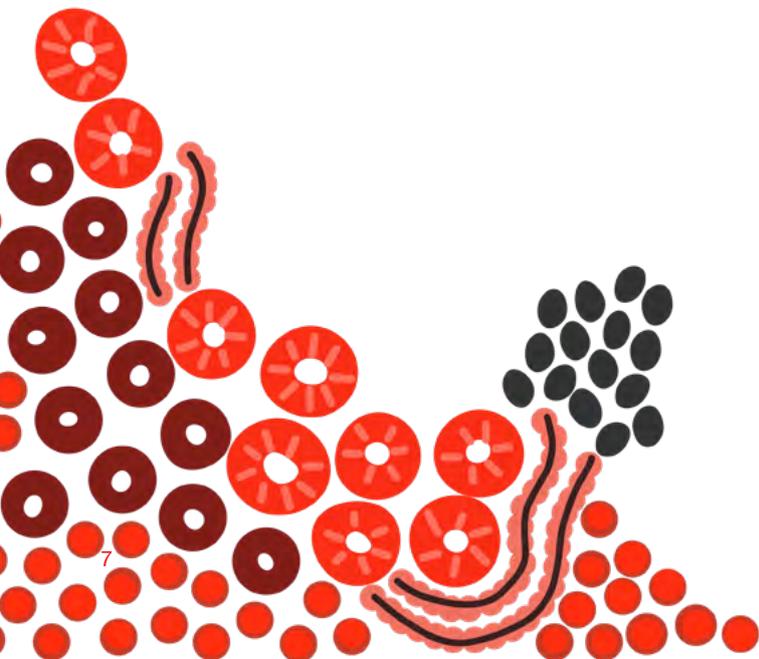
In 2019 TelstraSuper formed a partnership with First Nations Foundation (FNF). FNF believe in empowering Indigenous Australians to take control of their financial future through training and education. This includes online education and face to face events. The relationship is specifically to support Aboriginal

and Torres Strait Islander peoples with their finances – including superannuation. As part of this relationship, team members from TelstraSuper and TelstraSuper Financial Planning have volunteered at The Big Super Day Out events and contributed to the development of an online Indigenous super website.

## Internal activities/initiatives

As part of forming our RAP Working Group, we have engaged the services of a Yorta Yorta woman Seona James. Seona is the Managing Director of Indigenous Cultural Connections Pty Ltd has extensive cultural knowledge and corporate experience which has impacted many industries and businesses. During her 28-year career, Seona has held numerous roles within the Victorian State government and private sector. As a former member of the Victorian Government Purchasing Board and current member of Small Business Ministerial committee, Seona has managed numerous initiatives to increase awareness of Indigenous economic development and improve businesses procurement processes to generate favourable social

and economic equity for Aboriginal and Torres Strait Islander businesses and community. Seona facilitates tailored cultural awareness training to support inclusive behaviours within organisations. She has developed and implemented industry specific cultural protocols and policies and successfully embedded culturally appropriate strategies at the Department of Families, Fairness and Housing (DFFS), Linfox Australia (Logistics), CPA Australia and the Department of Jobs, Precincts and Regions (DJPR). TelstraSuper will be supported by Seona and Indigenous Cultural Connections Pty Ltd by providing cultural advice and consultation services and facilitation of cultural awareness training for TelstraSuper throughout our Reflect RAP journey.

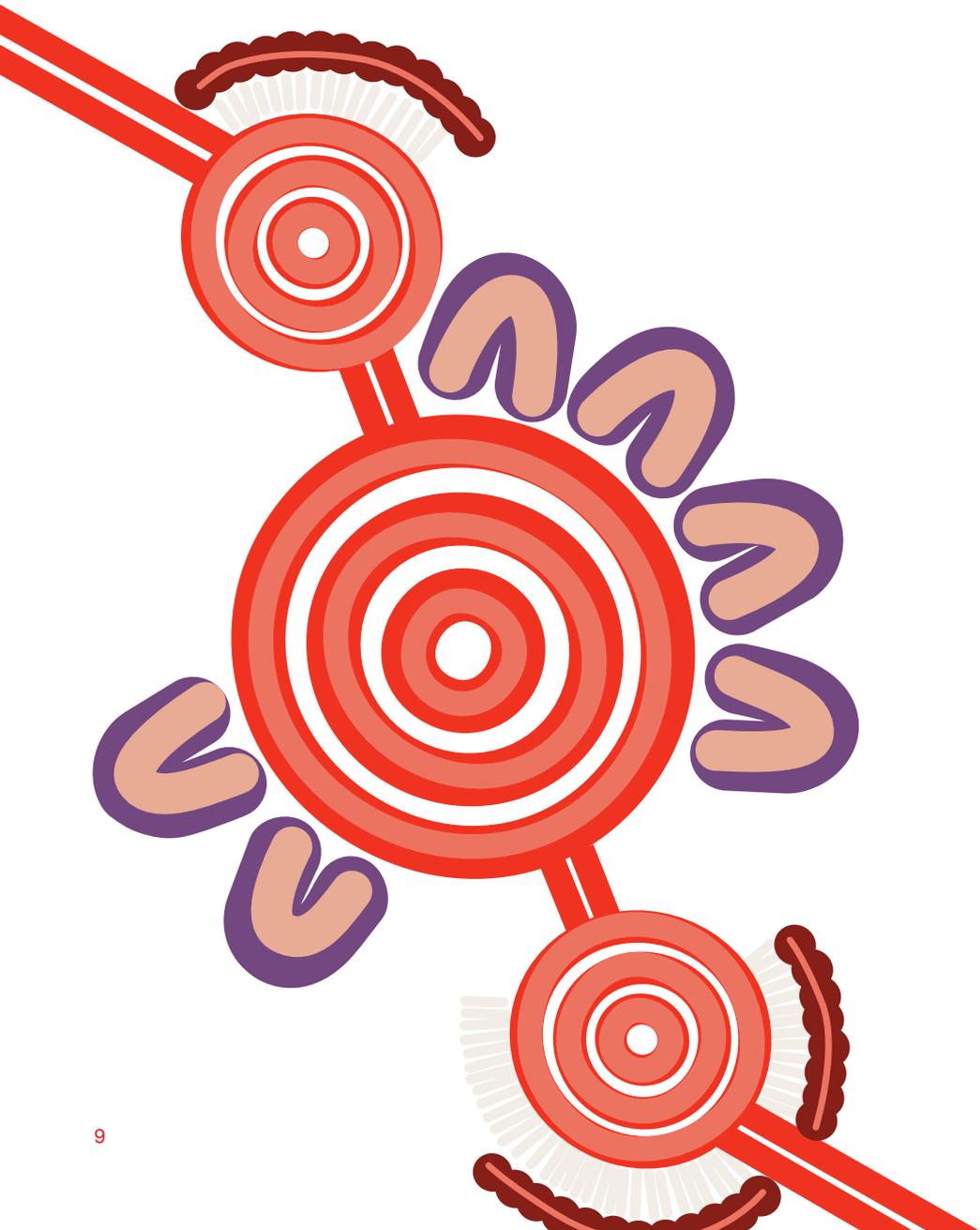


## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	<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>	September 2023	Chief People Officer
	<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>	December 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Continue our ongoing relationships with First Nations Foundation to strengthen our ties with local First Nations communities.</li> </ul>	May 2023	Corporate Affairs Manager
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	<ul style="list-style-type: none"> <li>Continue to circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.</li> </ul>	May 2023	Internal Communications 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	Chair RWG
	<ul style="list-style-type: none"> <li>Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May – 3 June 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Participation in NRW events to be shared via internal newsletters and employee pages.</li> </ul>	27 May – 3 June 2023	Internal Communications Manager
<b>3. Promote reconciliation through our sphere of influence.</b>	<ul style="list-style-type: none"> <li>Continue to communicate our commitment to reconciliation to all people.</li> </ul>	March 2023	Internal Communications Manager
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	September 2023	Head of Practice Operations
	<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>	September 2023	Head of Practice Operations
	<ul style="list-style-type: none"> <li>Create a dedicated RAP page on our website displaying our commitment to reconciliation and detailing how Aboriginal and Torres Strait Islander members can provide feedback and seek support from the fund.</li> </ul>	April 2023	Head of Communications
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	February 2024	Chief People Officer
	<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>	February 2024	Chief People Officer
	<ul style="list-style-type: none"> <li>Review HR policies and identify barriers to employees participating in NAIDOC week, NRW, significant cultural events or community obligations.</li> </ul>	May 2023	Chief People Officer

**Relationships cont.**

<p><b>5. Raise internal awareness of RAP</b></p>	<ul style="list-style-type: none"> <li>• Host RAP launch event to promote objectives and reaffirm commitment to reconciliation.</li> </ul>	<p>May 2023</p>	<p>Chair RWG</p>
	<ul style="list-style-type: none"> <li>• Incorporate regular updates of RAP activities in our internal and external communications strategy including our stakeholder relationships i.e: First Nations Foundation and Aboriginal and Torres Strait Islander stakeholders and community organisations.</li> </ul>	<p>May 2023</p>	<p>Internal and External Communications Manager</p>
	<ul style="list-style-type: none"> <li>• Include RAP pledge updates in monthly Executive Meetings and Board Meetings.</li> </ul>	<p>May 2023</p>	<p>Chief People Officer</p>



## Respect

<b>6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	<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>	February 2024	Chief People Officer
	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation.</li> </ul>	November 2023	Engagement and Inclusion Manager
	<ul style="list-style-type: none"> <li>Conduct specialist cultural awareness training for customer facing employees to build confidence to provide services in a culturally appropriate manner.</li> </ul>	July 2023	Engagement and Inclusion Manager
	<ul style="list-style-type: none"> <li>Conduct training for all employees focused on working with Aboriginal and Torres Strait Islander members in a culturally safe and appropriate manner and understanding cultural sensitivities.</li> </ul>	July 2023	Engagement and Inclusion Manager
<b>7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	<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>	June 2023	Business Development Manager
	<ul style="list-style-type: none"> <li>Increase employees's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	June 2023	Chief People Officer, People and Culture
	<ul style="list-style-type: none"> <li>Display an Acknowledgement of Country on TelstraSuper website.</li> </ul>	May 2023	Head of Communications
	<ul style="list-style-type: none"> <li>Develop a cultural protocol document to include an Acknowledgement of Country for key external events.</li> </ul>	June 2023	Head of Communications
	<ul style="list-style-type: none"> <li>Conduct an Acknowledgement of Country and name the Traditional Owners of Country in our quarterly member education invitations.</li> </ul>	July 2023	Senior Member Education Consultant
	<ul style="list-style-type: none"> <li>Display plaque acknowledging Traditional Owners of land in reception area at all TelstraSuper offices nationally.</li> </ul>	March 2023	Head of Procurement
	<ul style="list-style-type: none"> <li>Display Aboriginal and Torres Strait Islander flags in reception areas at all TelstraSuper offices.</li> </ul>	April 2023	Senior Receptionist
	<ul style="list-style-type: none"> <li>Engage with a First Nations artist to design and display RAP artwork in our offices, including an acknowledgement of the artist and the story behind the artwork.</li> </ul>	May 2023	Engagement and Inclusion Manager
<b>8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	<ul style="list-style-type: none"> <li>Raise awareness and share information amongst our employees about the meaning of NAIDOC Week.</li> </ul>	June 2023	Internal Communications Manager
	<ul style="list-style-type: none"> <li>Introduce our employees to NAIDOC Week by promoting external events in our local area and encourage Melbourne employees to visit the Koori Heritage Trust or walk Birrarung Marr.</li> </ul>	July 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	July 2023	Chair RWG

## Opportunities

<b>9. 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>	May 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander employees to inform future employment and professional development opportunities.</li> </ul>	September 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Identify language to be included in job advertisements encouraging Aboriginal and Torres Strait Islander peoples to apply.</li> </ul>	June 2023	Chief People Officer
<b>10. 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 strategy to increase procurement from Aboriginal and Torres Strait Islander owned businesses.</li> </ul>	July 2023	Head of Procurement
	<ul style="list-style-type: none"> <li>Investigate Supply Nation membership.</li> </ul>	July 2023	Head of Procurement
	<ul style="list-style-type: none"> <li>Maintain list of Aboriginal and Torres Strait Islander service providers that we have used that can be suggested to others in the business to include in the tender or selection process.</li> </ul>	July 2023	Head of Procurement
<b>11. Investigate opportunities to ensure that super policies are culturally appropriate and accessible for Aboriginal and Torres Strait Islander peoples</b>	<ul style="list-style-type: none"> <li>Advocate through submissions to government and regulators to ensure that the impacts on Aboriginal and Torres Strait Islander peoples are appropriately considered within government policy change.</li> </ul>	December 2023	Chief Legal Officer

## Governance

<b>12. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	<ul style="list-style-type: none"> <li>Maintain a RAP Working Group to govern RAP implementation.</li> </ul>	March 2023	Engagement and Inclusion Manager
	<ul style="list-style-type: none"> <li>Draft a Terms of Reference for the RAP Working Group.</li> </ul>	March 2023	Chair RWG
	<ul style="list-style-type: none"> <li>Maintain Aboriginal and Torres Strait Islander representation on the RAP Working Group.</li> </ul>	April 2023	Chief People Officer
<b>13. 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>	July 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Engage senior leaders in the delivery of RAP commitments.</li> </ul>	June 2023	Chief People Officer
	<ul style="list-style-type: none"> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	May 2023	Chair RWG
<b>14. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.</b>	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	30 September 2023	Chair RWG
<b>15. 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>	January 2024	Chair RWG

# Contact details

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Chief People Officer

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