



Brisbane Airport Corporation
Innovate Reconciliation Action Plan
2019 – 2020

Our vision for reconciliation



Brisbane Airport Corporation, through our actions and efforts, aims to contribute meaningfully to ‘Closing the Gap’ by facilitating strong and productive relationships and a chain of connections between Aboriginal and Torres Strait Islander peoples (including cultures, heritage, creative works, perspectives and experiences), the airport community, visitors to Brisbane and the wider Australian community.



Cover: ‘Maranoa Dreaming’
Artist Joanne Currie Nalingu

Maranoa Dreaming is one of several Indigenous artworks proudly on display throughout the BNE precinct, and an integral component of our extensive public art collection.

About Brisbane Airport Corporation (BAC)



Brisbane Airport Corporation (BAC) is a performance driven organisation that thrives on partnership and team work. BAC's internal staff structure includes a CEO and nine senior managers. This flat management structure is underpinned by a partnership approach to business with customers, stakeholders, contractors and our local South East Queensland community.

The core businesses of BAC are:

- » Aeronautical provision and services.
- » Retail leasing.
- » Property development.
- » Parking and transport services.

Services such as airport security, construction, cleaning and landscaping are contracted out to external service providers.

To date, BAC has approximately 360 permanent and 60 fixed term contract employees, of which 1.6 per cent identify as Aboriginal and/or Torres Strait Islander.

A brief history of Brisbane Airport

In the early 1970s, in recognition of the growing inadequacies of Brisbane's existing airport at Eagle Farm, an investigation was initiated for an alternative site for a major airport. This resulted in 2,700 hectares being set aside for the new Brisbane Airport site north-east of Eagle Farm, requiring the relocation of more than 900 residents from Cribb Island over the next decade.

The new airport was opened in 1988 by Prime Minister Bob Hawke in time for Expo '88 with the operation of the new runway, control tower and Domestic Terminal. In 1996 the privatisation of major Australian airports was enabled through the passing of new Commonwealth legislation, enabling BAC to purchase Brisbane Airport for \$1.4 billion, under a 49 year lease with an option to renew a further 50 years land lease from the Australian Federal Government, in July 1997.

In 2007 the New Parallel Runway construction project was approved by the Federal Government with construction commencing in 2012. Brisbane's new runway is scheduled to open in mid-2020.

Employment growth

Brisbane Airport has 425+ businesses on site servicing a diverse range of industries, within which tens of thousands of people are either directly or indirectly reliant on the airport activity as a source of employment.

The sustained long-term growth, coupled with the aeronautical and commercial developments at Brisbane Airport over the last decade, have

proven to support the economy through consistent employment growth. A 30 per cent increase in the growth of jobs at Brisbane Airport occurred between 2009 and 2014, which is higher than the Queensland average of 5 per cent for the same period.

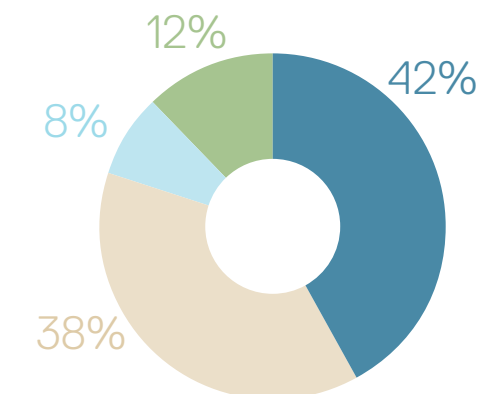
The key employment sectors for which growth is forecast includes aviation, aviation maintenance and training, commercial, retail and government.

On airport employment breakdown (2018)

Employees working on or with the airport

24,000

Industry Breakdown: Employees



- Aviation
- Other
- Freight and Logistics
- Retail

Business sites operating at the airport

425+

Of those businesses not physically located on airport

Conducts ground transport services

38%

Delivering project work at Brisbane Airport

26%

Holds a services or maintenance contract

28%

Conducts business internationally

82%



Conducts business beyond SEQ

59%



Our RAP



BAC team members **Parastoo Sinaei** and **Karen Joinbee-Rosas**.

BAC is committed to working towards the achievement of genuine and sustainable reconciliation between Australian Aboriginal and Torres Strait Islander peoples and the wider community.

BAC believes that a commitment to the ongoing process of reconciliation is vital to the attainment of a better future for all Australians.

BAC acknowledges that the impact of colonisation, public policies, racial discrimination and prejudice, have had a major effect on the lives of Australian Aboriginal and Torres Strait Islander peoples. We recognise that Australian Aboriginal and Torres Strait Islander peoples continue to face disadvantages as well as prejudice and racism.

BAC acknowledges that Australian Aboriginal and Torres Strait Islander peoples are the original inhabitants and Traditional Owners of this continent and that they have unique cultural and spiritual relationships to the land and waters.

BAC's relationship with the Traditional Owners of the land on which Brisbane Airport now stands is a collaborative partnership involving regular, positive communications about heritage, environmental, cultural, historical and RAP matters.

In acknowledgement of and respect for the Traditional Owners, Turrbal Elders are invited as VIP guests to significant company events to provide 'Welcome to Country'.

This is BAC's second Innovate RAP. The development of this RAP involved close consultation and collaboration with members of the RAP Working Group, including Aboriginal and Torres Strait Islander employees, and other organisations which also have RAPs. Our RAP has the full support of BAC's CEO and Board of Directors.

Throughout our reconciliation journey and in achieving actions from our first Innovate RAP, BAC aims to promote justice, recognition and healing. It is about helping all Australians move forward, creating a better understanding of Australia's past and how it affects the lives of Australian Aboriginal and Torres Strait Islander peoples today.

BAC also recognises the need to support the employment of Indigenous Australians. It is our belief that lifting education, workforce readiness and ultimately, economic participation are key priorities for BAC in contributing to the advancement of First Australian Peoples.

Our reconciliation journey

BAC's RAP Working Group (RWG) is responsible for overseeing, guiding and championing RAP activities. As part of our RAP we encourage employee participation in our RWG to support our RAP commitments and its delivery.

Aboriginal or Torres Strait Islander employees/contractors are invited to participate in the RWG, and to assist with the development of the RAP itself. The RWG will continue to encourage the participation of

Aboriginal and Torres Strait Islander employees and contractors on the Working Group.

BAC's RAP is championed by the Executive General Manager Communications and Public Affairs, Head of Media and Corporate Communications and Head of Environment and Sustainability. It is available on our website www.bne.com.au and BAC's staff intranet.



Maroochy Barambah of the Turrbal-Gubbi Gubbi people with **Vanessa Stiffarm**, First Nation Calgary Princess from the Canadian Blood Tribe, at BNE's Air Canada inaugural flight celebrations.

Our achievements to date

Procurement

- » BAC became a member of Supply Nation in 2018 in an effort to increase our procurement of goods and services provided by Indigenous-owned businesses. In 2017 and 2018, \$108,381 of products and services were procured from Aboriginal and Torres Strait Islander businesses.
- » A local, Indigenous artist was engaged to provide the artwork for the cover of our first Innovate RAP.
- » As part of its public art program, BAC commissioned bespoke Indigenous artworks by a local Quandamooka artist for its new VIP room in Brisbane's International Terminal in 2018.
- » RWG members attended a Supply Nation tradeshow in Brisbane in 2017.

Employment

- » BAC became an employment partner of CareerTrackers Indigenous Internship Program in 2016 with the appointment of one intern. Due to the success of this program, BAC now engages a minimum of two CareerTrackers interns each year since 2017.
- » BAC's first CareerTrackers intern has been successful in obtaining employment with BAC post his internship program, and our second intern has been successful at obtaining a maximum term employment contract with BAC whilst she completes her undergraduate studies.
- » BAC maintains representation on the Queensland Tourism Industry Council's (QTIC) Indigenous Champions Network to support the employment of Indigenous people within the Queensland tourism industry.
- » BAC continues to review relevant policies and procedures to ensure there are no barriers to the employment of Indigenous Australians, as well as communicating job opportunities through an Indigenous networking site.
- » The Visitor Information Centres, run by Southern Queensland Tourism in Brisbane's International and Domestic Terminals, participated in an Indigenous internship program in 2016.

Leadership

- » BAC was a major sponsor of QTIC's NAIDOC week breakfast in 2017 and 2018.
- » Our RWG members have endeavoured to influence and advise other airports to develop RAPs through conference presentations and direct communications.
- » Our RWG members have reached out to other like-minded businesses on and off airport to further our reconciliation journey.

Cultural Awareness - Internal

- » Cultural protocols for Welcome to Country/ Acknowledgement to Country were established for our first Innovate RAP and have been implemented ever since.
- » An online cultural awareness training program was made available to all staff in 2018 and was communicated at an internal NRW morning tea event, during staff meetings and via staff newsletters.
- » BAC hosted an internal NRW morning tea event for staff in 2016 and 2018 to raise awareness about our RAP and our reconciliation journey.
- » BAC hosted an internal NAIDOC week morning tea event for staff in 2017 to celebrate Aboriginal and Torres Strait Islander culture, history and achievements.
- » BAC issued a media release on the launch of our RAP in May 2016.
- » Numerous staff newsletters on NRW, NAIDOC week, cultural awareness training and BAC's RAP were issued during the life of our first Innovate RAP.
- » Printed copies of our first Innovate RAP were made available to staff and distributed to visitors in BAC's HQ foyer.

Our achievements to date

Cultural Awareness - External

- » BAC raised the Aboriginal and Torres Strait Islander flags at Brisbane's International Terminal roundabout in 2016. As a result, we now proudly fly the Australian, Queensland, Aboriginal, and Torres Strait Islander flags at this prominent location.
 - » Acknowledgement of Country is undertaken at major events such as BAC's annual 'Raise Glasses' event.
 - » A digital Acknowledgement to Country of Aunty Maroochy Barambah of the Turrbal People regularly shows on two large, digital screens in the International Terminal, with a potential viewership of greater than 5 million people per year.
 - » Every edition of the free BNE Mag includes an Acknowledgement to Country, content on Indigenous people/businesses, and a map of the different language groups in South East Queensland.
 - » BAC's website content was updated to include information on Brisbane Airport's Traditional Owners.
 - » Four airline launches have featured a Welcome to Country by a Turrbal Elder and Aboriginal song and dance performances, including Air Canada's inaugural flight in June 2016; China Eastern's inaugural flight in December 2016; Hainan Airlines inaugural flight in September 2017; Air China's inaugural flight in December 2017, and the Routes Asia conference at City Hall in March 2018.
- » A location for a potential cultural monument in the forecourt of Brisbane's Domestic Terminal was identified during our first Innovate RAP. The cultural monument was to celebrate the language and cultures of the Turrbal, Yugera and Quandamooka peoples of South East Queensland, however BAC was unsuccessful in designing a monument that each group supported, and the project was put on hold indefinitely.

RAP Working Group

- » Our RAP Working Group (RWG) meets bi-annually and consists of the Head of Environment and Sustainability, Head of Media and Corporate Communications, People and Performance Manager, and Aboriginal and Torres Strait Islander employees/contractors, when possible.
- » Members of our RWG attended the Musgrave Park NAIDOC Week Family Fun Day in 2016 and 2017.
- » One of our RWG meetings in 2017 was held at an Indigenous-owned art gallery and café in South Brisbane.

Community Giving Fund

FY17 - \$6,500 donated to four Indigenous charity organisations.

FY18 - \$5,500 donated to three Indigenous charity organisations.

FY19 - \$10,000 cash and in-kind support for Meeanjin Markets.

Reconciliation result areas

Relationships

BAC is committed to building stronger relationships between Australian Aboriginal and Torres Strait Islander peoples and other Australians. We strive to create a company culture and environment that connects Australian Aboriginal and Torres Strait Islander peoples and the airport community, neighbouring community and international visitors to Brisbane. Central to this is fostering mutual respect, sharing and celebrating the rich Aboriginal history of our area and beyond and building beneficial partnerships to further reconciliation.

Action Plan

Actions	Responsibility	Timeline	Target
1.1 RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	Head of Environment and Sustainability	March 2019	RWG oversees the development and endorsement of BAC's 2019-2020 RAP
	Head of Media and Corporate Communications		
	People and Performance Manager	June annually	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG
	RWG members	May and November annually	Meet at least twice a year to monitor and report on RAP implementation
	Head of Environment and Sustainability Head of Media and Corporate Communications	November 2020	Investigate the benefits of establishing an external Aboriginal and Torres Strait Islander Advisory Group to provide cultural advice and guidance
1.2 Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	People and Performance Manager	27 May – 3 June annually	Organise at least one internal event for NRW each year
	Executive General Manager Human Resources	27 May – 3 June annually	Encourage staff to participate in external events to recognise and celebrate NRW
	Head of Environment and Sustainability	May annually	Register our NRW event via Reconciliation Australia's NRW website
	Partnership and Events Manager	27 May – 3 June annually	Support an external NRW event
	BAC RWG members	27 May – 3 June annually	Ensure the RWG participates in an external event to recognise and celebrate NRW
1.3 Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	Head of Environment and Sustainability Head of Media and Corporate Communications	June 2019	Review the engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders
	Head of Environment and Sustainability Head of Media and Corporate Communications	May and November annually	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement
1.4 Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	Media and Corporate Communications Specialist	March 2019	Review our strategy to communicate our RAP to all internal and external stakeholders
	Head of Environment and Sustainability Head of Media and Corporate Communications	May and November annually	Promote reconciliation through ongoing active engagement with all stakeholders



Respect

As a gateway to Australia, BAC recognises and values cultural diversity as an asset that enriches our community. We will continue to respect and incorporate Australian Aboriginal and Torres Strait Islander art and cultures into our physical structures and spaces at BNE, and celebrate and share First Australian peoples' cultural knowledge, relationship to land and sea, histories, perspectives and experiences throughout our core business activities.

Action Plan

Actions	Responsibility	Timeline	Target
2.1 Engage employees in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	People and Performance Manager	June 2019	Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion)
	People and Performance Manager	June 2019	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training
	People and Performance Manager	June annually	Provide opportunities for RWG members, RAP Champion, HR managers and other key leadership staff to participate in other relevant cultural training
	People and Performance Manager	June 2019	Review the effectiveness of the current online cultural awareness training program available to staff and ascertain the need for longer or shorter modules
2.2 Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Acknowledgement of Country and Welcome to Country, to ensure there is a shared meaning	Head of Media and Corporate Communications	December 2018	Review the cultural protocol document for Welcome to Country and Acknowledgement of Country and communicate via staff intranet
	Head of Media and Corporate Communications	December 2018	Update and communicate a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships
	People and Performance Manager	27 May – 3 June annually	Invite a Traditional Owner to provide a Welcome to Country at least one significant event
	Partnership and Events Manager		
	Aviation Events Manager		
Partnership and Events Manager	September annually	Include an Acknowledgement to Country at the commencement of important internal and external meetings	
Aviation Events Manager			



Indigenous Dance Troupe
Nunukulyuggera performing at the
Air China launch December 2017.

Respect

Action Plan

Actions	Responsibility	Timeline	Target
2.3 Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC week	People and Performance Manager	June 2019	Maintain and update content for BNE website about Traditional Owner history and culture in consultation with the Traditional Owners
	Executive General Manager Human Resources	First week of July	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week
	Partnerships and Events Manager	First week in July	Support an external NAIDOC Week event
2.4 Showcase static and video images of Aboriginal and Torres Strait Islander peoples, histories, events, activities and news to visitors of Brisbane Airport	Head of Environment and Sustainability	April 2019	Maintain and update content for BNE website about Traditional Owner history and culture in consultation with the Traditional Owners
	Media and Corporate Communications Specialist	March 2019	Develop engaging 'blog' content about BNE's connection with Traditional Owners and Aboriginal history of the airport
	Digital Communications Specialist		
	Head of Media and Corporate Communications	January, March, May, July, September, November annually	Include at least one article about Aboriginal and Torres Strait Islander histories, events, activities, news or profile in each edition of BNE Magazine, as well as a permanent Acknowledgement of Country in the information section of BNE Magazine
Head of Media and Corporate Communications	November 2018	Ensure inclusion of Traditional Owner information in BNE's Mobile Education Unit	
2.5 Engage with Traditional Owners for the use of significant words in public spaces within Brisbane Airport	Head of Environment and Sustainability	December 2019	Identify significant words in consultation with Traditional Owner representatives
	Infrastructure Development Manager	December 2019	Investigate the opportunity to use significant Traditional Owner words on airport (e.g. street naming)
2.6 Identify and design an area for a cultural space at Brisbane Airport that will promote Aboriginal and Torres Strait Islander culture	Head of Environment and Sustainability	June 2019	Continue consultation with traditional owners on an appropriate cultural monument
	Head of Media and Corporate Communications		

Opportunities

BAC understands the significant social and economic barriers experienced by Australian Aboriginal and Torres Strait Islander peoples and communities within our region. We will contribute to the efforts to strengthen professional development, employment, access and economic opportunities for Australian Aboriginal and Torres Strait Islander peoples through our continuing engagement across all facets of our core business activities.

Action Plan

Actions	Responsibility	Timeline	Target
3.1 Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	People and Performance Manager	June 2019	Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities
	People and Performance Manager	December 2019	Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention Strategy
	People and Performance Manager	December 2018	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development
	Recruitment and Engagement Manager	As needed	Advertise all BAC vacancies in Aboriginal and Torres Strait Islander media
	Recruitment and Engagement Manager	June 2019	Review and update HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants from participating in our workplace
	Recruitment and Engagement Manager	June 2019	Ensure BAC vacancies advertised include statement 'Aboriginal and Torres Strait Islander peoples are encouraged to apply'
	People and Performance Manager	June 2019	Develop and implement Aboriginal and Torres Strait Islander employment pathways (e.g. traineeships or internships)
3.2 Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation	Head of Procurement	June 2019	Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses
	Head of Procurement	December 2019	Update and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used procure goods and services
	Head of Environment and Sustainability	June annually	Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business
	Other departmental decision makers		
	Head of Media and Corporate Communications	March annually	Maintain Supply Nation membership
	Head of Environment and Sustainability	July 2019	Develop a Supplier Diversity Strategy
	Head of Environment and Sustainability	April 2020	Host a Supply Nation information session
	Retail Marketing Manager	June annually	Facilitate introductions between Indigenous-owned suppliers and retailers
	Retail Marketing Manager	June annually	Encourage terminal retail stores to procure goods from Aboriginal and Torres Strait Islander suppliers

Opportunities

Action Plan

Actions	Responsibility	Timeline	Target
3.3 Encourage and support Aboriginal and Torres Strait Islander organisations to request funding for initiatives through the BAC Community Giving Fund	Partnership and Events Manager	April and October annually	Promote BAC's Community Giving fund to Aboriginal and Torres Strait Islander peoples, communities and organisations
	Partnership and Events Manager	April and October annually	Provide support to at least one charitable Aboriginal or Torres Strait Islander service or organisation through the Community Giving Fund
3.4 Encourage service providers to promote the employment or engagement of Aboriginal and Torres Strait Islander peoples	Assets Head of Procurement	July annually	Investigate second tiering options for encouraging the employment of Aboriginal and Torres Strait Islander people through BAC contracts
3.5 Promote Aboriginal and Torres Strait Islander culture and art	Retail Marketing Manager	December annually	Identify opportunities to promote Aboriginal and Torres Strait Islander culture, art and performances on airport

Tracking Progress and Reporting

Action Plan

Actions	Responsibility	Timeline	Target
Report RAP achievements, challenges and learnings to Reconciliation Australia	Head of Environment and Sustainability	April and October annually	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually
	Head of Environment and Sustainability	Biennial	Investigate participating in the RAP Barometer
Report RAP achievements, challenges and learnings internally and externally	Head of Media and Corporate Communications	December 2020	Publically report our RAP achievements, challenges and learnings
Review, refresh and update RAP	Head of Media and Corporate Communications	December 2018	Liaise with Reconciliation Australia on the development of our new RAP based on learnings, challenges and achievements
	Head of Media and Corporate Communications	December 2018	Send draft RAP to Reconciliation Australia for review and feedback
	Head of Media and Corporate Communications	December 2018	Submit draft RAP to Reconciliation Australia for formal endorsement

Contact Details

Contact for enquiries about BAC's RAP:

Name: Leonie Vandeven
 Position: Head of Media and Corporate Communications
 Phone: 07 3406 3000
 Email: feedback@bne.com.au

Contact for enquiries about BAC procurement:

Name: Stephen Kehoe
 Position: Head of Procurement
 Phone: 07 3406 3000
 Email: stephen.kehoe@bne.com.au

Appendix

The following wording for Acknowledgement of Country was developed in consultation with Traditional Owners, the Turrbal people.

Acknowledgement of Country for events taking place at Brisbane Airport

In keeping with the spirit of reconciliation, I respectfully acknowledge the Turrbal people, the Traditional Owners of the land on which we are meeting today and pay respect to their Elders past, present and emerging.

Acknowledgement of Country for events NOT at Brisbane Airport at which BAC staff are speaking

In keeping with the spirit of reconciliation, I respectfully acknowledge the Traditional Owners of the land on which we are meeting today, pay respect to their Elders past, present and emerging and acknowledge the important role Aboriginal and Torres Strait Islander peoples continue to play within the community.

