



RECONCILIATION
ACTION PLAN

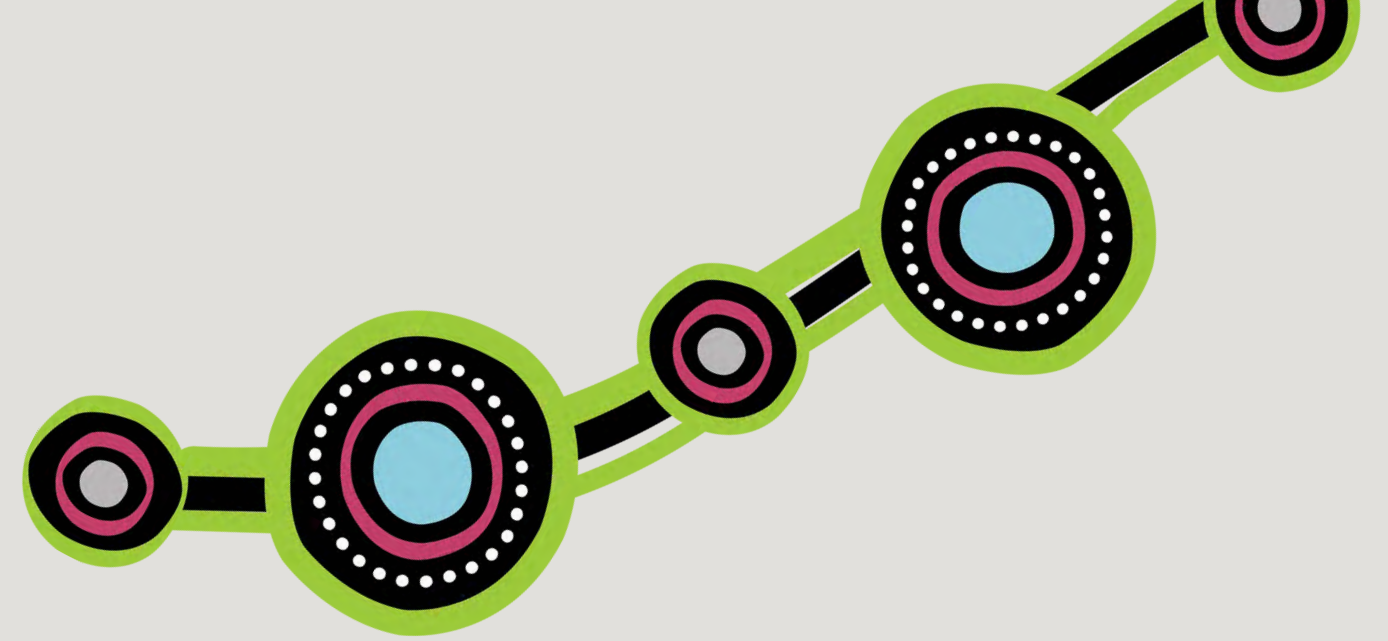
REFLECT



**The
Knight**

Owners Corporation Managers

February 2024 - June 2025

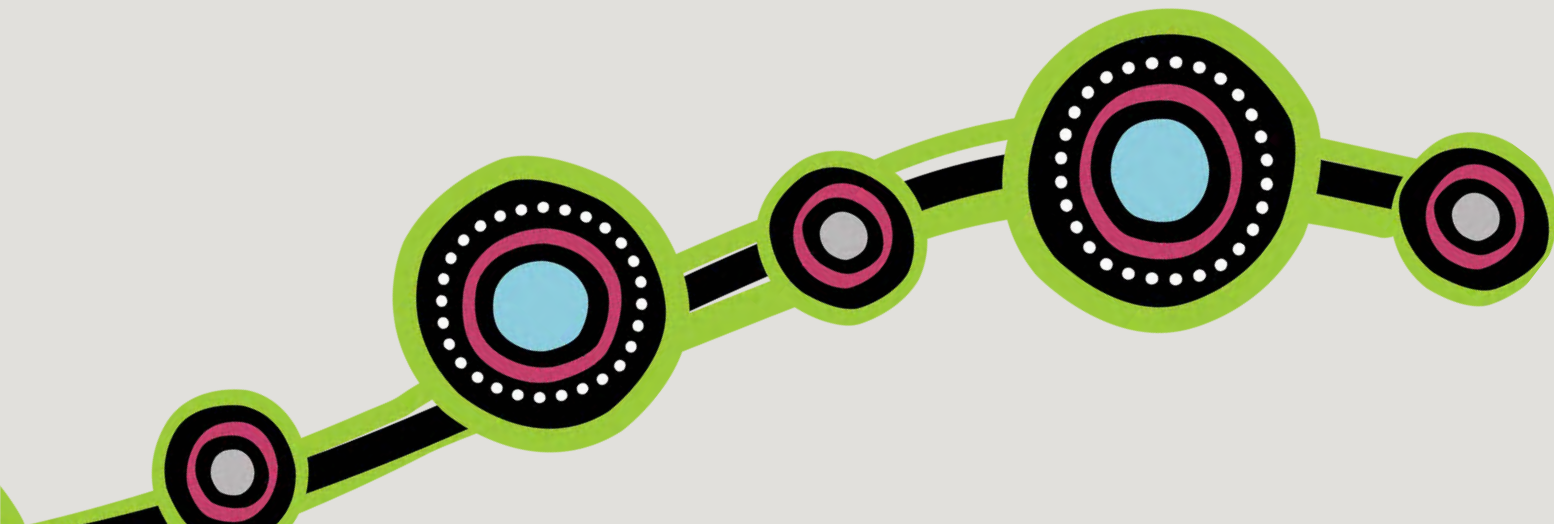


Acknowledgement of Country.

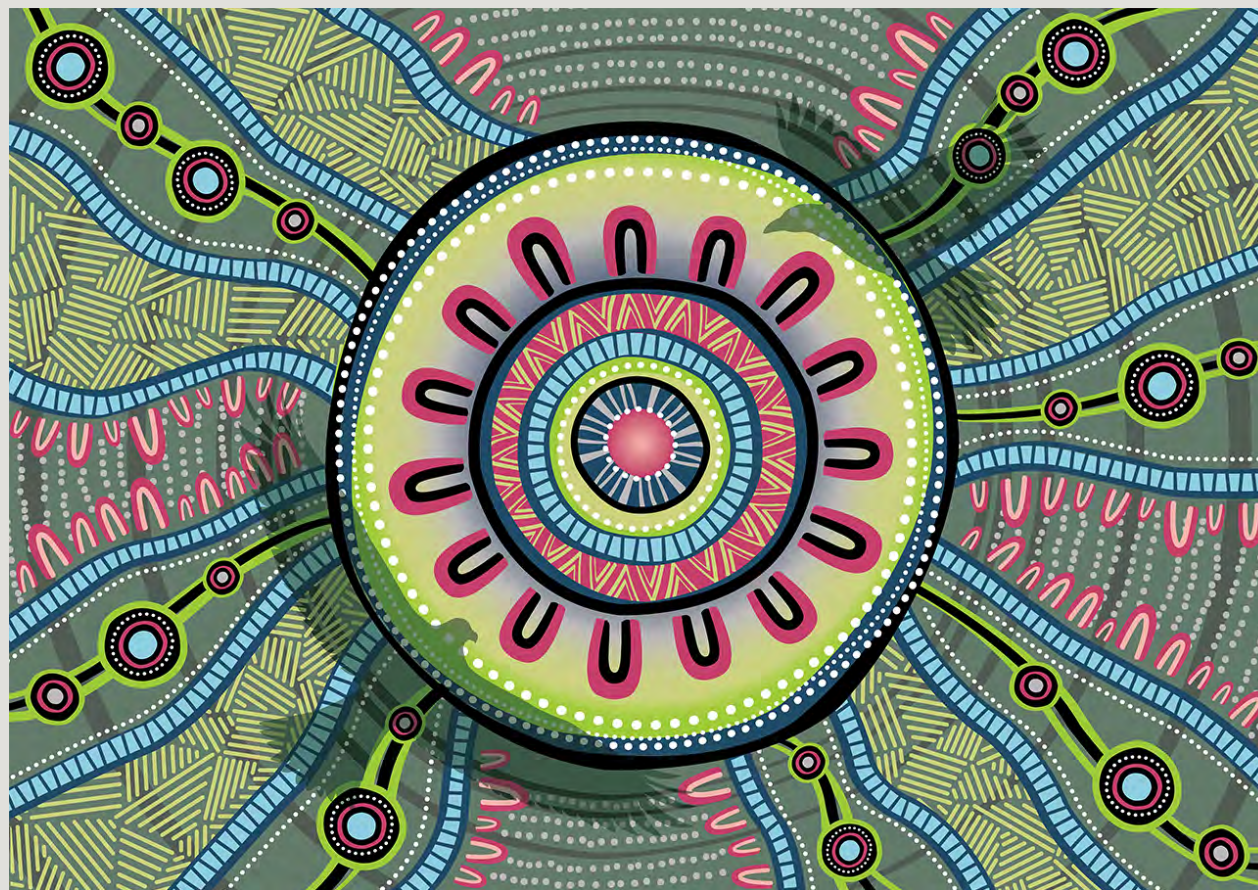
The Knight would like to acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and culture.

Our offices are located in Caulfield North and Docklands, on the lands of the Bunwurung and Wurundjeri Woi-wurung peoples of the Kulin Nation.

We wish to acknowledge them as Traditional Owners and pay our respects to their Elders, past & present.



Artwork & Story.



Guwalnila garrulyenek guwalnila

“Side by side”

Guwalnila garrulyenek guwalnila depicts the connection and collaboration between The Knight and Aboriginal and Torres Strait Islander communities to reflect The Knight’s commitment to reconciliation.

The central yarning circle is featured as a communal meeting place to work together and build meaningful relationships to promote cultural awareness, knowledge and understanding. The six rings that form the central yarning circle represent The Knight’s 6 core values. Green meeting places connected by journey lines emerge from the yarning circle and depict channels of growth and engagement representing The Knight’s ongoing Reconciliation Journey and development of meaningful impact within The Knight’s sphere of influence.

The cultural values of caring for Country align with The Knight’s commitment to protection and sustainability. Blue lines and green chevron pattern depict traditional lands and waterways; protecting Mother Earth is integral to cultural survival and embeds the significance of connection to Country.

The creator spirits of Bunjil and Waa respectfully acknowledge the location of The Knight’s offices on Bunurong and Wurundjeri Countries. Their transparent silhouettes symbolise the presence of ancestral spirits protecting the wellbeing of community and Country and overseeing The Knight’s Reconciliation Journey.



About the Artists.

Luke and Siena Tieri

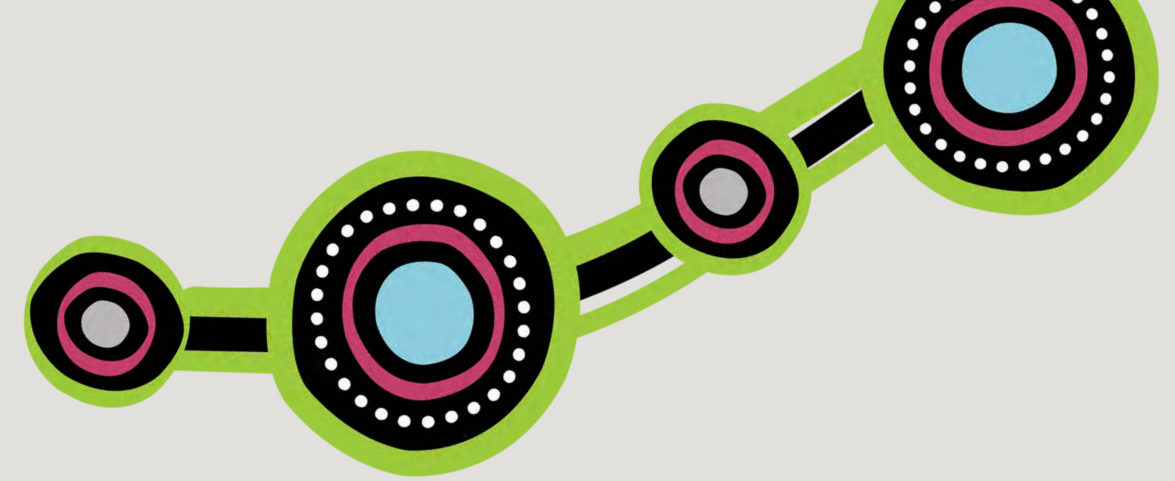
Bayadherra is founded by proud Aboriginal Yorta Yorta brother and sister Luke and Siena Tieri. As descendants of the James Family, their cultural origins are embedded in Yorta Yorta Nation; Shepparton Victoria. Luke and Siena's grandfather Glenn James OAM is a respected Elder within community and is recognised as the first Indigenous man to umpire Australian rules football in the AFL.

As young emerging artists with an Aboriginal business, their purpose is to advance reconciliation and promote cultural awareness, education and understanding by reflecting their traditional storylines and Indigenous heritage in contemporary art pieces designed for your home or office space. 'Bayadherra' in Yorta Yorta language means 'turtle', the spiritual animal totem of the Yorta Yorta clan: a name reflective of Luke and Siena's Aboriginal identity and connection to community and Country.

Community, authenticity and respect is at the heart of Bayadherra; Luke and Siena pride themselves on their collaborative attitude and unique ability to provide culturally meaningful art and design services to support clients and community.

Bayadherra is 100% Aboriginal owned and operated and is a registered member of Supply Nation Australia, Kinaway Chamber of Commerce Victoria, the Indigenous Art Code and the Aboriginal Art Association of Australia (AAAA).





Reconciliation Australia - CEO Statement



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

The Knight joins a network of more than 2,500 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 The Knight 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 The Knight, 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



RECONCILIATION
AUSTRALIA

**The
Knight**

About The Knight.

The Knight is an Owners Corporation Management provider operating out of two office locations in Caulfield North and Docklands.

We are a family owned and run business, operating since 1995 and servicing over 400 Owners Corporations across metropolitan Melbourne and Geelong.

Working with so many communities across Melbourne, we have long been aware of our responsibility as a business to give back and support those that have supported us. Representing the interests of well over 25,000 property owners, living across the country and the globe, we are also aware of our potential for impact.

It was this that spurred us to become the first Climate Active certified Owners Corporation Management provider and has always driven our various social responsibility and sustainability initiatives. In 2024, we look to expand this work to include the process of reconciliation, with this Reconciliation Action Plan forming the first step of this journey. While initial steps have been taken by our business, a dedicated, concentrated push has been lacking, and we are excited to rectify this.

The Knight employs 53 full time and 2 part time staff in Australia. We are a diverse team, speaking 20 languages, coming from more than 10 countries and practicing 5 religions between us.

We are not aware of any Aboriginal or Torres Strait Islander identifying staff within our team at current. As outlined in the following pages, we plan to survey staff, and refine our onboarding process to ensure we are better informed and aware moving forward.

Our Reconciliation Working Group is made up of:



RAP Champion
Ella Sheldon
Marketing Manager
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ella@theknight.com.au



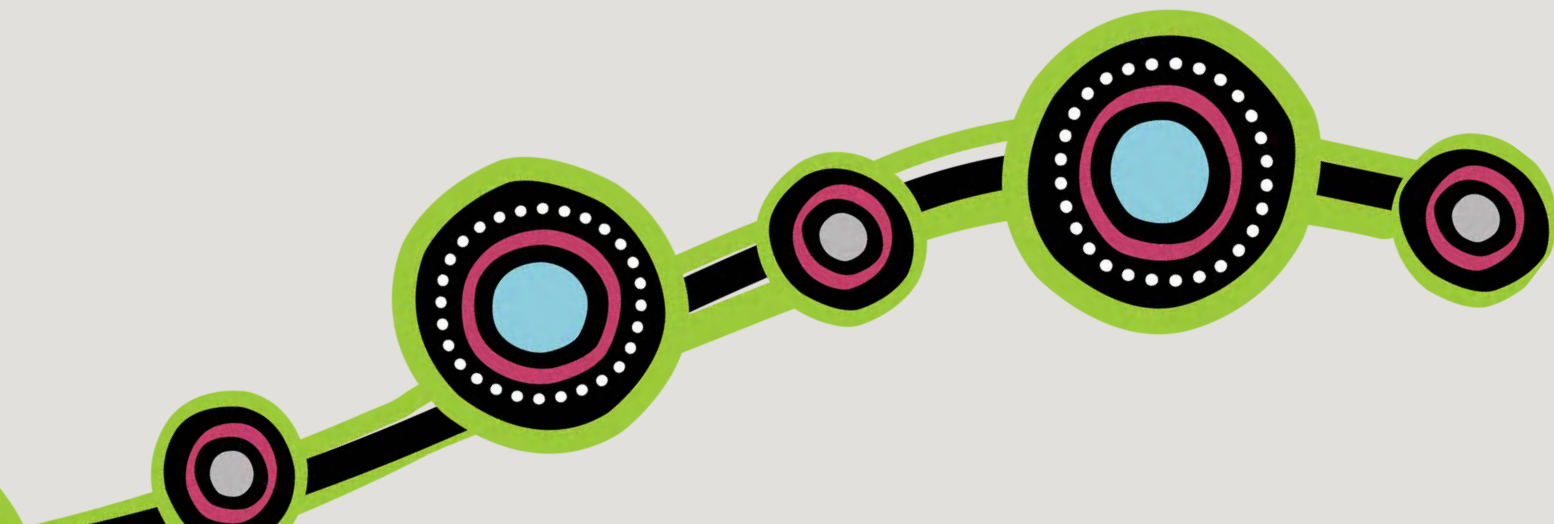
Kate Trickey
Owners Corporation
Manager Team Leader

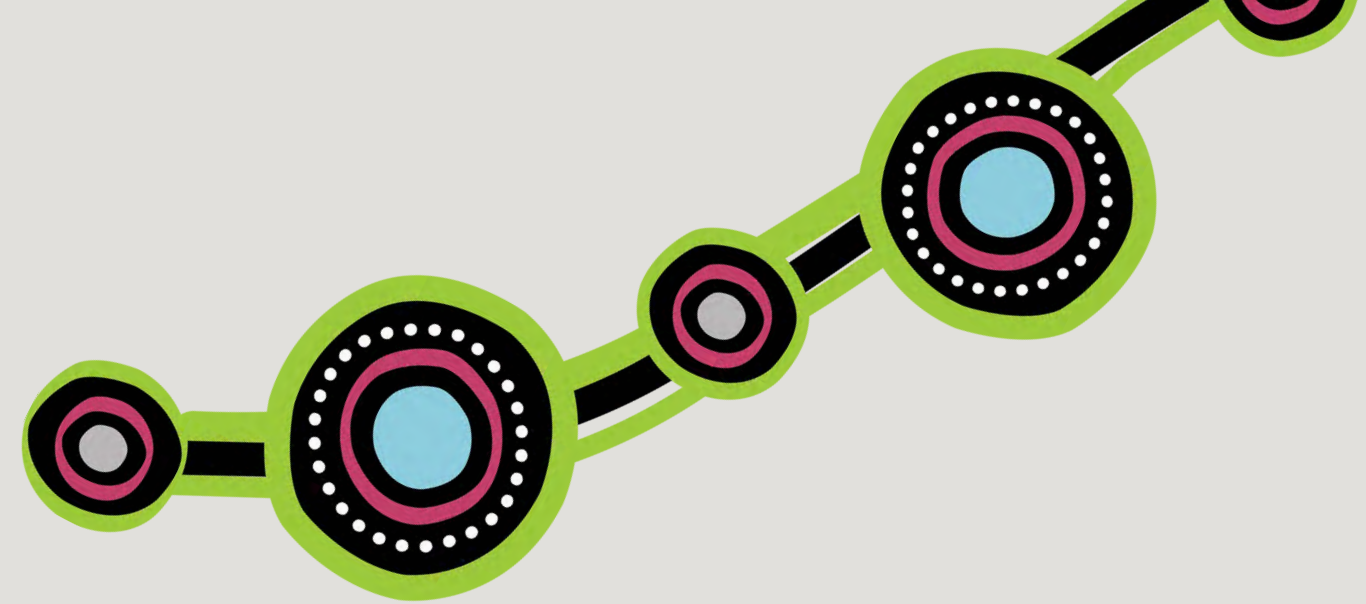


Monica Danaci
Owners Corporation
Manager



Hannah Kenney
Owners Corporation
Manager's Assistant





Our Reconciliation journey.

Why a Reconciliation Action Plan?

The Knight has taken various steps on our reconciliation journey so far. These include in 2020 moving an annual marketing & fundraising campaign which has been running since 2010, off January 26 to instead be announced in May.

In 2022, we gave staff the option to work the January 26 public holiday in exchange for an alternate day off. We have also added an Acknowledgement of Country to all our internal and external meeting agenda templates. Artwork by Aboriginal and Torres Strait Islander artists was sourced to hang in both our office locations, intending to increase appreciation and exposure to First Nations culture.

In the lead up to the referendum we shared a Reconciliation Australia webinar with all staff and encouraged their attendance to learn about the importance of their vote and shared our official 'Yes' stance.

We wish to now develop an official RAP to guide our next efforts and ensure they are done in consultation with, and achieve maximum impact for, First Nations peoples. We have numerous staff, as well as clients, to whom these actions are very important.

We have already sought interest from our team to form a Reconciliation Working Group (RWG), which has received broad interest across multiple departments and levels of our business.

This working group will drive the deliverables outlined on the following pages, at

both an organisational and team level, while also interfacing with our internal Social, Wellbeing and Sustainability Committees to ensure maximum visibility, participation and understanding of our actions.

Our RAP Champion will be Ella Sheldon, our Marketing & Communications Manager who has been heavily involved in the activities listed above. Ella will work closely with the Working Group and report directly to Executive Management (namely People & Culture and Managing Director) to ensure appropriate buy in and engagement.

Partnerships.

Our 2020 'Australian Knight' was The Happy Boxes Project, whose mission is to provide basic toiletries to remote Aboriginal and Torres Strait Islander communities that would otherwise not be able to access or afford them. Our Australian Knight Award is a \$10,000 donation, as well as extensive promotion of the cause to our customer database and online. We have had initial discussions with The Happy Boxes Project on what an ongoing partnership could look like, and we are also keen to uncover more organisations and groups doing work locally to our base in Melbourne.

In addition to the actions outlined under the previous heading, for the last couple of years our Wellbeing Committee has shared information around NAIDOC and Reconciliation Week to all staff via our internal communications platform, Microsoft Teams, and initial research into cultural awareness education sessions for our staff was commenced (to be recommenced upon the endorsement of this RAP)





Relationships.

| Action | Deliverable | Timeline | Responsibility |
|--|--|--|--|
| 1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations. | <ul style="list-style-type: none">Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. | <ul style="list-style-type: none">February 2024February 2024 | <ul style="list-style-type: none">OC Team LeaderOwners Corporation Manager |
| 2. Build relationships through celebrating National Reconciliation Week (NRW). | <ul style="list-style-type: none">Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.RAP Working Group members to participate in an external NRW event.Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.Host 1 NRW event for all staff (presentation, fundraising, volunteering) | <ul style="list-style-type: none">May 202427 May - 3 June, annually27 May - 3 June, annually27 May - 3 June, annually | <ul style="list-style-type: none">Marketing ManagerOC Manager's AssistantOC Manager's AssistantOC Manager's Assistant |
| 3. Promote reconciliation through our sphere of influence. | <ul style="list-style-type: none">Communicate our commitment to reconciliation to all staff at All Staff Meetings.Identify external stakeholders that our organisation can engage with on our reconciliation journey.Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. | <ul style="list-style-type: none">March, June, September 2024March 2024March 2024 | <ul style="list-style-type: none">Marketing ManagerOwners Corporation ManagerOC Team Leader |
| 4. Promote positive race relations through anti-discrimination strategies. | <ul style="list-style-type: none">Research best practice and policies in areas of race relations and anti-discrimination.Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. | <ul style="list-style-type: none">June 2024June 2024 | <ul style="list-style-type: none">OC Team LeaderOC Team Leader |





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.
- Conduct a review of cultural learning needs within our organisation.

- April 2024
- July 2024

- Marketing Manager
- Marketing Manager

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.
- Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.

- March 2024
- March 2024

- OC Manager's Assistant
- Marketing Manager

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.
- Introduce our staff to NAIDOC Week by promoting external events in our local area.
- RAP Working Group to participate in an external NAIDOC Week event.

- June 2024
- June 2024
- First week of July 2024

- Marketing Manager
- Owners Corporation Manager
- Owners Corporation Manager





Opportunities.

| Action | Deliverable | Timeline | Responsibility |
|---|--|--|---|
| 8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development. | <ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.<ul style="list-style-type: none">Conduct survey of current team to learn of any Aboriginal and Torres Strait Islander identifying team membersIncorporate question of Aboriginal and Torres Strait Islander identification into onboarding proces | <ul style="list-style-type: none">September 2024March 2024 | <ul style="list-style-type: none">Marketing ManagerMarketing Manager |
| 9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. | <ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.Investigate Supply Nation membership.Prepare correspondence to identify Aboriginal and Torres Strait Islander owned contractors/suppliers within our sphere of influence | <ul style="list-style-type: none">September 2024February 2024August 2024 | <ul style="list-style-type: none">OC Team LeaderOC Team LeaderMarketing Manager |





Governance.

Action

Deliverable

Timeline

Responsibility

10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.

- Maintain a RWG to govern RAP implementation.
- Draft a Terms of Reference for the RWG.
- Investigate local Aboriginal and Torres Strait Islander consultants to be involved in the implementation of this RAP
- To engage consultant to ensure Aboriginal and Torres Strait Islander representation in reconciliation journey.

- February 2024
- February 2024
- February 2024
- May 2024

- Marketing Manager
- Marketing Manager
- Owners Corporation Manager
- Owners Corporation Manager

11. Provide appropriate support for effective implementation of RAP commitments.

- Define resource needs for RAP implementation.
- Engage senior leaders in the delivery of RAP commitments.
- Appoint a senior leader to champion our RAP internally.
- Define appropriate systems and capability to track, measure and report on RAP commitments.

- March 2024
- March, June, September 2024
- December 2023
- February 2024

- Marketing Manager
- Marketing Manager
- Marketing Manager
- Marketing Manager

12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

- Provide annual update to database on activities/achievements (via bi-monthly newsletter & social media)
- Provide annual update to staff (via End of Year Wrap)
- Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.
- Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.
- Complete and submit the annual RAP Impact Survey to Reconciliation Australia.

- 27 May - 3 June 2024
- December 2024
- June annually
- 1 August annually
- 30 September annually

- Marketing Manager
- Marketing Manager
- Marketing Manager
- Marketing Manager
- Marketing Manager

13. Continue our reconciliation journey by developing our next RAP.

- Register via Reconciliation Australia's website to begin developing our next RAP.

- February 2025

- Marketing Manager

