



**ACCESS  
MERCANTILE  
SERVICES**

**Reflect  
Reconciliation Action  
Plan  
May 2023- May 2024**



**RECONCILIATION  
ACTION PLAN**

**REFLECT**



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# Our business



- ▶ Access Mercantile Services was established 1990 and is an Australian service provider of debt collection, receivables management and field services. We currently service many major clients across an array of industries and all customer segments. We are a fully Australian owned privately held business with a strong reputation for delivering quality results for our clients. We currently have close to 100 employees operating out of our core office located in Mitcham and a national workforce of field agents Australia wide who work and represent Access Mercantile. Currently we do not have any Aboriginal and/or Torres Strait Islander staff working for us, however, from time to time we do have Aboriginal and Torres Strait Islander representation working within our business. We believe in diversity and inclusion encouraging a workplace free of discrimination and welcome people from all backgrounds and walks of life. We have national reach and are expanding due to growth.

# Our Reconciliation Action Plan 2023-2024



We at Access Mercantile believe that it is our duty as a company to take action to build reconciliation. We want to build relationships, respect and opportunities with Aboriginal and Torres Strait Islander peoples and share in the associated benefits of these relationships. We want to lead our industry in creating tangible social change that is both practical and meaningful by striving to create a workplace culture that understands, values and respects the histories, cultures and contributions of Aboriginal and Torres Strait Islander peoples in everyday Australian life. Our goal is to transform attitudes in the workplace through decisive action, such as the development of cultural awareness and understanding of Aboriginal and Torres Strait Islander cultures and practices by fostering relationships between employees and First Australians.

Our RAP is incorporated into our existing plans, policies and procedures and aligned to our community objectives. This includes the appreciation and acknowledgement of our shared history. Our RAP champion is our Quality Assurance and Compliance Manager.

Our workplace is in the infancy of its reconciliation journey, we are just beginning, and we hope the seeds that we plant today will bear fruits for our shared future. We are in the Reflect stage of our RAP journey and we hope the small steps we take today will to be a beacon for others to see and follow into the future.

# Relationships

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# 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"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> </ul>	June 2023	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations and adjust our RAP plan to reflect any changes adopted.</li> </ul>	July 2023	Quality Assurance and Compliance Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and design activities/events to celebrate NRW.</li> </ul>	May 2023	Senior Leadership Team
	<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	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May-3 June, 2023	Senior Leadership Team

# Relationships



Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff including:                             <ul style="list-style-type: none"> <li>-RAP Plan awareness and commitment, a plan detailing our commitment to the cause.</li> <li>-Training &amp; Education, enlightening our staff and opening their minds up to different perspectives.</li> </ul> </li> </ul>	May 2023	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	Aug 2023	Quality Assurance and Compliance Manager
	<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>	Sep 2023	Quality Assurance and Compliance Manager
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	Sep 2023	Quality Assurance and Compliance Manager
	<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>	Sep 2023	Quality Assurance and Compliance Manager & HR Manager

# Respect

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# 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.	<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>	Nov 2023	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation.</li> </ul>	Jan 2024	Quality Assurance and Compliance Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<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>	Mar 2024	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	Mar 2024	Quality Assurance and Compliance Manager & HR Manager

# Respect



Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> <li>Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li> </ul>	June 2023	Quality Assurance and Compliance Manager  & HR Manager
	<ul style="list-style-type: none"> <li>Introduce our staff to NAIDOC Week by promoting external events in our local area.</li> </ul>	July 2023	Quality Assurance and Compliance Manager  & HR Manager
	<ul style="list-style-type: none"> <li>RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	First week of July 2023	Quality Assurance and Compliance Manager

# Opportunities

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# 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"> <li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li> </ul>	March 2024	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Proactively engage recruitment agencies for support reaching Aboriginal and Torres Strait Islander candidates.</li> </ul>	July 2023	Quality Assurance and Compliance Manager & HR Manager
	<ul style="list-style-type: none"> <li>Update Job descriptions / Job advertisements and other relevant collateral to promote employment of Aboriginal and Torres Strait Islander people.</li> </ul>	July 2023	Quality Assurance and Compliance Manager & HR Manager
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	July 2023	Quality Assurance and Compliance Manager & HR Manager

# Opportunities



Action	Deliverable	Timeline	Responsibility
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	<ul style="list-style-type: none"><li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li></ul>	Feb 2024	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"><li>Investigate Supply Nation membership.</li></ul>	Feb 2024	Quality Assurance and Compliance Manager

# Governance

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# Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Form a RWG to govern RAP implementation.</li> </ul>	July 2023	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Draft a Terms of Reference for the RWG.</li> </ul>	July 2023	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>Establish Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	July 2023	Quality Assurance and Compliance Manager
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> <li>Engage senior leaders in the delivery of RAP commitments.</li> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	May 2024	Quality Assurance and Compliance Manager

# Governance



Action	Deliverable	Timeline	Responsibility
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> <li>• Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.</li> <li>•</li> </ul>	Annually	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>• Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.</li> <li>•</li> </ul>	Annually	Quality Assurance and Compliance Manager
	<ul style="list-style-type: none"> <li>• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	Annually	Quality Assurance and Compliance Manager
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> <li>• Register via Reconciliation Australia’s <a href="#">website</a> to begin developing our next RAP.</li> </ul>	April 2023	Quality Assurance and Compliance Manager