



# RECONCILIATION ACTION PLAN **INNOVATE**

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August 2023 - August 2025



RECONCILIATION  
ACTION PLAN  
**INNOVATE**



**spec**  
INDIGENOUS



**spec**  
SERVICES

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## ACKNOWLEDGEMENTS

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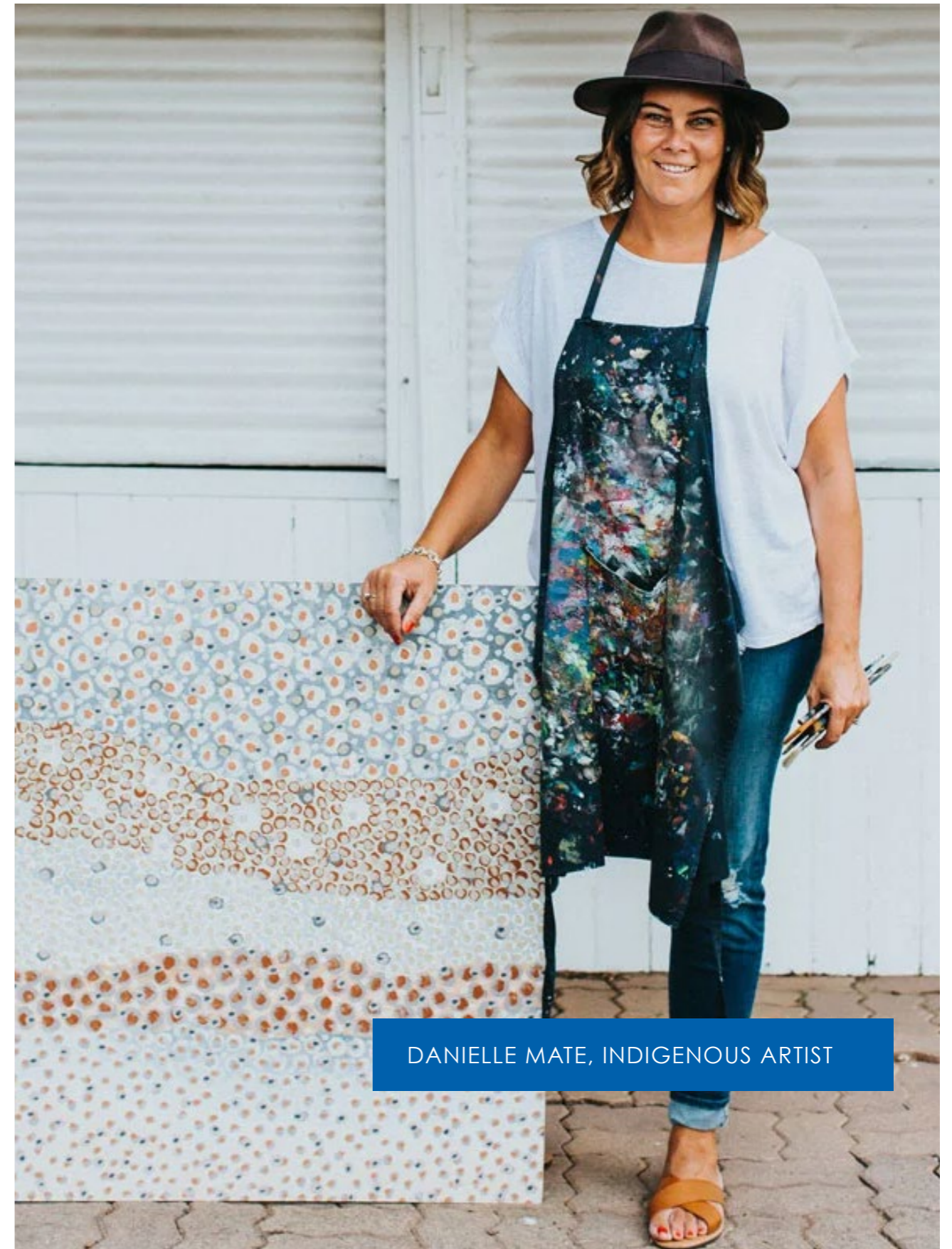
Spec Services, Spec Indigenous and Yarraman Group acknowledges the Ngunnawal people, Traditional Custodians of the lands where Spec Services' office is situated. We recognise Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation. We also acknowledge all other First Nations Peoples on whose land we gather.

We wish to acknowledge and respect their continuing culture and contribution they make to the life of Canberra and the region. We believe this History and oldest continuous culture should be celebrated.

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An Acknowledgement of Country is a demonstration of respect dedicated to the Traditional Custodians of the land (or sea) and a step forward in our reconciliation journey.

Danielle Mate was commissioned to create a bespoke artwork representing the ocean, colours and commitments of Spec Services and Spec Indigenous. The artwork is now featured throughout our Reconciliation Action Plan, The Fyshwick Office, On our fleet and most importantly on our uniforms.



DANIELLE MATE, INDIGENOUS ARTIST



## OUR VISION FOR RECONCILIATION

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**Our vision for reconciliation is one where the diversity of Aboriginal and Torres Strait Islander peoples and their histories in Australia is valued and celebrated. Where there is truth telling in education and an acknowledgement that Australia always was and always will be Aboriginal Land.**

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Spec Services are committed to the reconciliation process, acknowledge the need for change and the societal and organisational imperative of actively engaging in and supporting the reconciliation process.

We recognise the need to encourage greater awareness of the Histories, achievements, and capabilities of Indigenous Australians and Indigenous enterprises.

At Spec Services we value being part of the solution and so are committed to the creation of viable and sustainable education, employment and participation for Indigenous Australians, their communities, and businesses.

Through Spec Indigenous we aim to stimulate Indigenous entrepreneurship, business development and provide opportunity for participation and economic empowerment.



**Katie Hale,**  
Managing Director, Spec Services



**Pete McCann,**  
CEO, Yarraman Group

The partnership between Spec Services Commercial and Yarraman Group to create Spec Indigenous is a small but important step, that more corporates need to take towards reconciliation.

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We aspire to create a safe space for Aboriginal and Torres Strait Islander people to work, free from discrimination and where pathways to empowerment are created.

- Katie Hale, Managing Director Spec Services

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## OUR BUSINESS

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Spec Services is a professional commercial and construction cleaning and facilities services company. Through safe, efficient and high-quality standards, we are becoming the industry benchmark for cleaning service contract management throughout the ACT and NSW.

Spec Services as of June 2023 employs 60 full time people and depending on project requirements up to 100 casual crew. We have 5 employees as of June 2023 who identify as Aboriginal and/or Torres Strait Islander people.

Spec Services currently operates from the Spec Services Head Office in Fyshwick, Canberra and have recently expanded into other areas including Newcastle, Wollongong, Muswellbrook and Port Macquarie in NSW. As capability and capacity grows Spec Services have plans to service more regional areas in NSW.

Spec Services is well placed to fulfil contracts, both large and small, our services include:

- Industrial & Construction Cleaning
- Commercial Cleaning Services
- Manufacturing, Laboratory, Data Halls & Specialist Equipment
- Facility Maintenance Services
- Biohazard & Forensic Cleaning
- Sustainable Waste Management Services

Our cleaning divisions adhere to International Organisation for Standards (ISO) in Quality Management (9001), WHS (ISO 45001) and Environmental (ISO 14001). We deliver our clients safe, efficient, and high-quality standards and our service delivery methodology prioritises 1. Safety, 2. Quality and 3. Speed, without compromising safety and quality over speed.



Spec Services deliver services **on time, on budget and on Spec**. More than a cleaning company and more than *'just'* a cleaner.

**Our business values** are the fundamental beliefs and principles that guide our organization.



Solution focused in all aspects of the business. We strive to ensure complete transparency and aspirin to resolve our client's problems.



Providing a benchmark in our industry, we hold ourselves accountable to act ethically, morally and with honesty and sincerity.



Uncompromised devotion to fostering gender and cultural equality amongst our business.



Nurturing, educating and inspiring the future of contract service delivery.

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We aspire to support a generation that has better access to education, the confidence to engage, and focus on their professional development.

- Katie Hale, Managing Director Spec Services

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We are committed to being proactive allies to Indigenous communities and businesses and will continue to play a role in maximising opportunities for Indigenous participation. We see Indigenous participation as more than just a checklist and are focused on meaningful Indigenous inclusion throughout all aspects of the way we do business.

Our ultimate Indigenous participation goal is to improve Indigenous employment opportunities starting from high school education. We are committed to empowering Aboriginal and Torres Strait Islander students in making informed decisions about their employment choices and financial future.

*"We aspire to support a generation that has better access to education, the confidence to engage, and focus on their professional development."* - Katie Hale, Managing Director Spec Services.

Spec Services is currently on a journey to understand more about Indigenous Cultures and Histories. We have a mission to educate ourselves as a working group and leaders within the business and provide education to inspire our employees to listen, learn and act on reconciliation.

Our sphere of influence starts internally – as individuals and as a team, it extends into the community through our friends and families. The creation of Spec Indigenous was to support influence in the corporate community we engage with – Principal Contractors, Contract Administrators, Strata Groups and Suppliers.

Our Procurement Policy and RAP will record our strategies for partnering with Indigenous enterprises, charities, and support programs such as the AIME educational program. AIME gives Indigenous high school students the skills, opportunities, belief, and confidence to complete their school education at the same rate as every Australian child.

## OUR RECONCILIATION ACTION PLAN

Spec Services have a purpose above profit, an authentic heritage of quality and client satisfaction, Environmental, Social and Governance commitments, experienced female leadership and an employee development program. Our expertise is in contract service delivery – not cleaning.

We foster diversity, gender and cultural equality– it is one of our 4 key values as a business.

We believe that differences in experience, expertise and cultural background lead to innovation and solutions.

We fight discrimination.

We know that age doesn't determine talent.

We celebrate our international community, unity and seek to understand and learn from each other.

We believe women should have equal representation and in leadership roles and equal pay.

We respect First Nations peoples and acknowledge them as the Traditional Owners and strive to be aware and act on issues concerning Aboriginal and Torres Strait peoples.

We support our Crew by providing flexible work arrangements.

As a responsible corporate citizen, Spec Services saw it as imperative that a Reconciliation Action Plan was created to provide a road map to make a difference in the lives of Aboriginal and Torres Strait Islander peoples and contribute to equality rather than be passive.

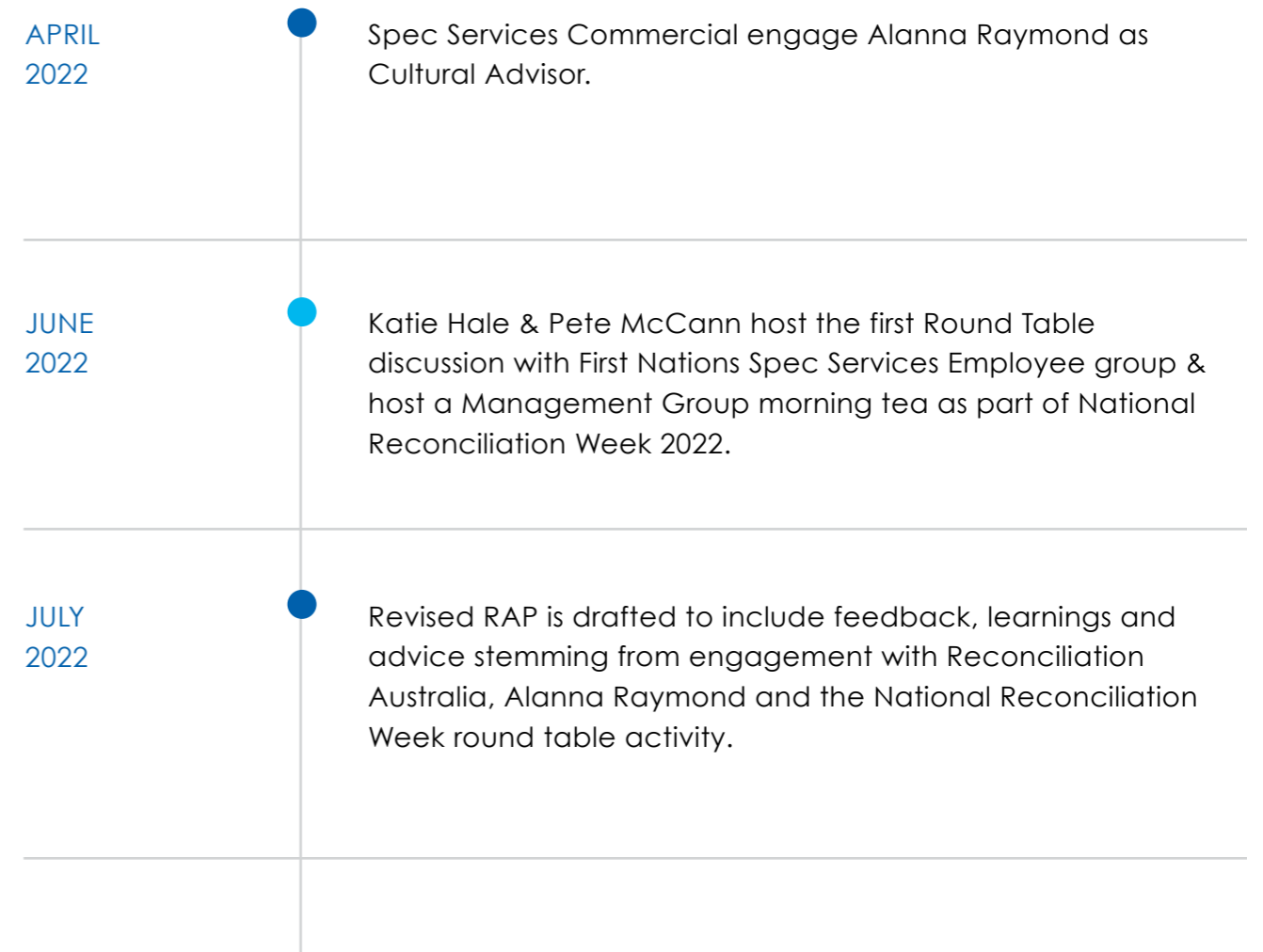
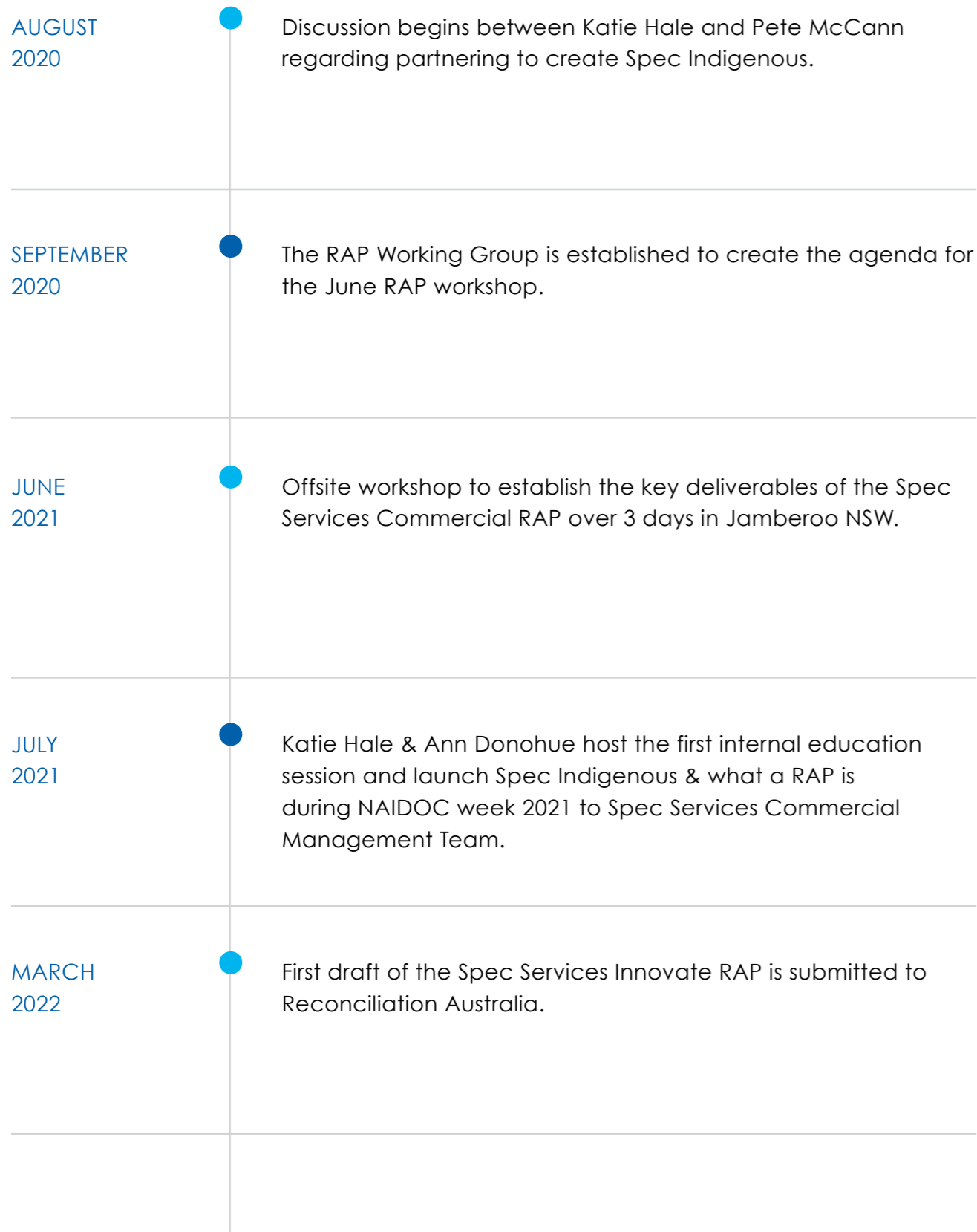
The journey towards an endorsed Innovate Reconciliation Action Plan began when Spec Services Commercial and the Yarraman Group partnered to create Spec Indigenous in June 2021.

**Pete McCann**, owner of the Yarraman Group champions Spec Services' RAP internally and is also part of our RAP Working Group (RWG) which comprises:

- **Alanna Raymond** (First Nations Teacher, former Reconciliation Australia employee & Indigenous Cultural Advisor to Spec Services Commercial)
- **Ann Donohue** (Non-Executive Director Yarraman Group & Operations Director Spec Services Commercial)
- **Katie Hale** (Managing Director Spec Services Commercial & Spec Indigenous)
- **Pete McCann** (Founder Yarraman Group & General Manager CASE IH)
- **Haylee Snowden** (HR & Compliance Manager Spec Services Commercial)



**Key milestones in the development of this RAP include:**



The feedback, learning and advice lead to a refocus on Spec Services internal policy and procedure and a commitment to seek to understand Aboriginal and Torres Strait Islander peoples, Cultures and Histories. This resulted in our Vision for Reconciliation becoming sharper, more urgent and accepted as a commitment by everyone at Spec Services.

As an organisation, Spec Services believes that the creation of and commitment to a RAP will have a positive impact on our business as well as Indigenous peoples, the wider community, and businesses within our sphere of influence

## RELATIONSHIPS

Building more positive and respectful relationships between Aboriginal and Torres Strait Islander peoples and other Australians is important to Spec Services as our First Nations teams raised this as a key concern. Spec Services value diversity and believe that the Histories, Cultures and Achievements of Aboriginal and Torres Strait Islander peoples should be celebrated. Spec Services can be a positive force by supporting the voices of our Aboriginal and Torres Strait Islander team, encouraging truth telling, embracing culture and acknowledging Traditional Custodians of the land is not to be feared but welcomed.

### FOCUS AREA

Spec Services are more than a cleaning company and through our Values aim to have a positive influence in society. Fostering diversity is a core value of Spec Services and education and understanding is key to reaching our potential.



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	October 2023 January 2024 April 2024	Managing Director
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	August 2023	Managing Director
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	November 2023, 2024	Digital Media Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2024, 2025	General Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2024, 2025	General Manager
	Organise at least one NRW event each year.	27 May - 3 June, 2024, 2025	General Manager
3. Promote reconciliation through our sphere of influence.	Register all our NRW events on Reconciliation Australia's <a href="#">NRW website</a> .	May 2024, 2025	Digital wWMedia Manager
	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	November 2023	HR & Compliance Manager
	Communicate our commitment to reconciliation publicly.	August 2023	Digital Media Manager
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	November 2023	General Manager
4. Promote positive race relations through anti-discrimination strategies.	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	November 2023	General Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2023	HR & Compliance Manager
	Develop, implement, and communicate an anti-discrimination policy for our organisation.	July 2024	HR & Compliance Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	July 2024	HR & Compliance Manager
	Educate senior leaders on the effects of racism.	September 2023, 2024	HR & Compliance Manager

## RESPECT

Creating space for respectful discussions and interactions is imperative to creating greater understanding of the serious issues relating to intergenerational trauma experienced by Aboriginal and Torres Strait Islander peoples. Listening to understand and being open to change is respectful

### FOCUS AREA

As an organisation Spec Services aim to set a new benchmark in professionalism and integrity within the Cleaning Services industry. Having respectful discussions, being self-aware, listening to understand and being accountable is essential at Spec Services.



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation in conjunction with Indigenous Cultural Advisor – Alanna Raymond.	February 2024	Managing Director
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy in conjunction with Indigenous Cultural Advisor – Alanna Raymond.	March 2023, 2024	Managing Director
	Develop, implement, and communicate a cultural learning strategy document for our staff.	July 2024	HR & Compliance Manager
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	Sept 2023 March 2024 Sept 2024 March 2025	Managing Director
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	October 2023	Managing Director
	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	October 2023	Digital Media Manager
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	October 2023	Managing Director
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	October 2023	General Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	General Manager
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2024	HR & Compliance Manager
	Promote and encourage participation in external NAIDOC events to all staff.	First week in July 2024, 2025	Digital Media Manager
<i>Demonstrate respect and understanding on 26th January</i>	Plan message and consult with internal crew and Indigenous Culture Advisor on messaging and content.	26th January 2024, 2025	Digital Media Manager
	Use media platforms to advocate for respect and understanding of the significance of the 26th January to Aboriginal and Torres Strait Islander peoples.	26th January 2023, 2024	Digital Media Manager

## OPPORTUNITIES

Spec Services through the creation of Spec Indigenous aim to promote the successful participation of Indigenous enterprises in the economy and provide opportunities for employment and Indigenous procurement participation. Spec Services aim to be an employer of choice and are committed to inclusive and equal employment opportunity.

### FOCUS AREA

Spec Services & Yarraman Group through Spec Indigenous aim to demonstrate the success of a majority Indigenous owned business and the contribution and participation possible in the economy through Indigenous procurement and employment opportunities.



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2024	Managing Director
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	September 2024	HR & Compliance Manager
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	September 2024	HR & Compliance Manager
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	October 2024	HR & Compliance Manager
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	November 2024	HR & Compliance Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	June 2024	General Manager
	Maintain Supply Nation membership.	Complete	Managing Director
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	August 2023	General Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	August 2023	General Manager
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	August 2023	General Manager

## GOVERNANCE

Spec Services and Yarraman Group are committed building transparency and accountability through a robust governance structure. Championed by senior executives, the RAP working group is the key driver for engagement and effective implementation. We strive to overcome our challenges and apply learnings both internally and externally.

### FOCUS AREA

Accountability for governance, tracking, progress and reporting of RAP actions, achievements, challenges and learnings with a focus on continuous improvement throughout the life of the RAP.



ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	March 2024, 2025 June 2024, 2025 Sept 2023, 2024 Dec 2023, 2024	Director of Operations
	Establish and apply a Terms of Reference for the RWG.	April 2023	Director of Operations
	Meet at least four times per year to drive and monitor RAP implementation.	March 2024, 2025 June 2024, 2025 Sept 2023, 2024 Dec 2023, 2024	Director of Operations
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2023	Director of Operations
	Engage our senior leaders and other staff in the delivery of RAP commitments.	July 2023, 2024	Director of Operations
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	July 2023, 2024	Director of Operations
	Appoint and maintain an internal RAP Champion from senior management.	July 2023, 2024	Director of Operations
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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.	June 2024, 2025	Office Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	May 2024, 2025	Office Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30th September 2024, 2025	Office Manager
	Report RAP progress to all staff and senior leaders Quarterly.	March 2024, 2025 June 2024, 2025 Sept 2023, 2024 Dec 2023, 2024	Director of Operations
	Publicly report our RAP achievements, challenges and learnings, annually.	July 2024, 2025	Digital Media Manager
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2024	Director of Operations
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	July 2025	Office Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	January 2025	Director of Operations



## CONTACT DETAILS

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