



**Achievements, Challenges  
and Learnings 2025**

# Our Innovate RAP Journey

## Achievements

The RAP Working Group has been consistently meeting each quarter since the launch of our Innovate RAP. To date, we have successfully completed 31 out of the 53 initiatives outlined in the plan. We remain committed to delivering on our remaining tasks and continuously advancing our reconciliation efforts.

A key achievement was engaging with our First Nations staff to review and provide feedback on our **Anti-Discrimination Policy** and **Diversity, Equity, and Inclusion Policy**. Their insights were invaluable, helping to ensure that our policies better reflect our commitment to fairness and inclusivity for all employees.

National Reconciliation Week and NAIDOC Week are two anticipated events in our company's calendar. In 2024, we celebrated Aboriginal and Torres Strait Islander culture and heritage by hosting an Aboriginal art competition, featuring boomerang and plaque coloring activities, followed by a trivia session. All prizes were sourced from **Supply Nation** verified vendors, further supporting Indigenous businesses.

Several members of our RAP Working Group and Executive Leadership Team also attended events and webinars focused on:

- Unpacking the real opportunities that RAPs provide organisations, as well as potential barriers to success.
- Understanding how to navigate the respectful acknowledgment of First Nations culture and history.
- Exploring ways organisations can build meaningful partnerships with First Nations communities.

These discussions sparked valuable internal conversations and generated ideas to enhance our RAP initiatives and ensure they are more impactful.

CCS was also deeply honored to sponsor Coast Shelter's reconciliation march, where participants experienced First Nations culture through powerful acknowledgments, song, dance, and the Yidaki (didgeridoo). Coast Shelter, a not-for-profit organisation, provides essential homelessness services and support programs on the NSW Central Coast.

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## Challenges and Learnings

One of the primary challenges we face is the lack of deep understanding of Aboriginal and Torres Strait Islander cultures, histories, and social issues. Without a solid foundation of cultural awareness and sensitivity, it becomes challenging to build authentic relationships and implement meaningful programs.

There may also occasionally be a sense of resistance due to the belief of stakeholders that the issues of First Nations peoples are not their concern. Overcoming this resistance requires thought leadership, clear communication and compelling case for why reconciliation benefits everyone.

At CCS, we recognise that organisations must invest in cultural competence training for all employees. By ensuring staff understand Indigenous cultures, histories, and current challenges, we create a more inclusive environment that supports reconciliation efforts at every level. Starting with realistic, achievable goals in the RAP is essential. By setting manageable objectives and gradually expanding our efforts as we build experience, we can achieve long-term, systemic change. Small actions, when executed effectively, lay the foundation for larger-scale transformation over time. The implementation of a Reconciliation Action Plan is an ongoing journey that requires careful planning, genuine commitment, and a focus on building strong, respectful relationships with Aboriginal and Torres Strait Islander communities. While challenges such as cultural misunderstandings, resistance to change, and ensuring meaningful impact can arise, the lessons learned from overcoming these hurdles provide the foundation for real and lasting change.

## Conclusion

As we continue on our reconciliation journey, the achievements so far serve as stepping stones, while the challenges and learnings help to shape our path forward. By committing to ongoing dialogue, continuous improvement, and real cultural understanding, we aim to create a more inclusive and respectful workplace and contribute positively to reconciliation across Australia.

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