



**Small Business Development Corporation
Reconciliation Action Plan 2015 – 17**



**Small Business
Development Corporation**



**Reconciliation
ACTION PLAN**

INNOVATE RAP



Our vision for reconciliation

Australia's national identity is enhanced by Aboriginal and Torres Strait Islander histories, cultures and heritage. We believe business is a way to encourage building and supporting new creative, cultural, economic and social opportunities for communities across Western Australia, by building, maintaining and improving our clients' operations through the reliable delivery of cost-effective and customer-focused solutions for a strong and enterprising small business sector in Western Australia.

In line with our strategic plan, our Reconciliation Action Plan (RAP) further demonstrates how we value:

Enterprise – through the development and empowerment of Aboriginal and Torres Strait Islander owned and operated small businesses;

Focus – reinforce existing and building new channels in our role in supporting Aboriginal and Torres Strait Islander small business operators;

Independence – ensuring that the SBDC is a trusted and credible partner in supporting Aboriginal and Torres Strait Islander enterprise development in Western Australia;

Fairness – advocating for an economic and policy environment where all Aboriginal and Torres Strait Islander small businesses can thrive; and

Collaboration – actively engage with partners to create more inclusive strategic relationships to deliver better outcomes and relationships for Aboriginal and Torres Strait Islander small business operators.

Our business

The Small Business Development Corporation (SBDC) is a Western Australian State Government Statutory Authority, committed to a strong and enterprising small business sector, through the delivery and facilitation of relevant and practical advice and guidance to small business operators throughout Western Australia, providing information, referral, business support services, and programs tailored to the specific needs of the small business sector, regardless of their cultural background.

As at 1 March 2015 we have fifty six full time employees, two of whom identify as Aboriginal.

Our RAP

The RAP has been developed to create awareness and understanding of the needs, skills and contribution to the state of Aboriginal and Torres Strait Islander business operators and to foster meaningful engagement across the organisation and the broader small business sector.

Our RAP has been championed by the RAP Working Group (RWG), which consists of six key staff from across teams within the Corporation. They are passionate about progressing an understanding of, and embracing reconciliation through, the Corporation and small business sector. The RAP has been endorsed by the Corporate Executive and supported by the Board. The group includes people who, personally and professionally, are in a position to advocate and implement the actions outlined in this RAP.

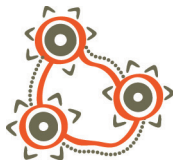
The RWG includes two identified Aboriginal staff members whose valued advice and knowledge has been incorporated into the development of this RAP, and other staff members from a variety of backgrounds, who are dedicated to RAP development and our reconciliation journey.



Our key achievements include:

Aboriginal Business Directory WA

The directory is a joint project between the SBDC, Department of Training and Workforce Development, Department of Aboriginal Affairs and Project Connect (Chamber of Commerce and Industry of WA). It addresses one of the Council of Australian Governments' (COAG) seven action areas to overcome Indigenous disadvantage in economic participation. We maintain operational management of the online Aboriginal Business Directory WA. This includes fostering relationships with private sector sponsors. This Statewide initiative details the capabilities of Aboriginal businesses registered on the directory and has more than 280 listings covering a wide range of goods and services. Government, private sector and not-for-profit organisations are using the directory to source a range of goods and services such as catering, stationery, photography services and building maintenance. During 2013-14, eleven private companies provided financial and in-kind sponsorship for the directory, indicating its strong relevance in the marketplace and demonstrated economic and social outcomes for Aboriginal business.



ABORIGINAL BUSINESS
D I R E C T O R Y W A

One40 William NAIDOC 2014 Celebrations

We partnered with nine other agencies located in the One40 William building to organise the 2014 NAIDOC celebrations. The agencies were the Departments of Culture and the Arts; Finance; Lands; Local Government and Communities; Planning; Regional Development; Transport; and Treasury.

Celebrations were held on 10 July to celebrate Aboriginal and Torres Strait Islander culture. More than two hundred people participated in the event, which launched with a warm Welcome to Country from Mrs May McGuire, Wadjuk Nyoongar Elder.

"It's great to see a collaborative approach to celebrate NAIDOC week, the amount of people that are here to recognise the Aboriginal and Torres Strait Islander people, including the Wadjuk Nyoongar people is wonderful to see, and something I appreciate very much. To see this inter-agency initiative embrace NAIDOC week and continue to raise the awareness of it, shows great respect to the cause," Mrs May McGuire.

Reconciliation Street Banner Project 27 May to 03 June 2014

SBDC sponsored eight banners in the 2014 project, lead by the Department of Aboriginal Affairs. The banners were displayed throughout Perth CBD and offered messages of reconciliation from varying agencies and organisations. Our message was "Recognising and celebrating Aboriginal small business".

Many Rivers Microfinance Partnership (MRM)

We have been sponsoring Many Rivers Microfinance Partnership (MRM) since 2009/10 to deliver intensive business development support and provide access to microfinance for Aboriginal clients across their six locations in WA; Broome, Kalgoorlie, Karratha, Kununurra, Perth and South Hedland.

This partnership enhances our reach to deliver small business advisory/mentoring services to Aboriginal people across WA; provides access to small business advisory/mentoring services in remote communities; and assists the State of Western Australia with the implementation of the Aboriginal Economic Participation Strategy 2012-2016.



Relationships

It is important for us to build strong relationships between the Aboriginal and Torres Strait Islander business sector and mainstream business sector to ensure collaboration, recognition and promotion of business activities and aspirations. It is envisaged that our role in facilitating relationship building creates a better understanding and acknowledgement of the similarities, legitimacy, contribution and diversity of Aboriginal and Torres Strait Islander businesses within the broader economy.

Focus area: Developing relationships with Aboriginal and Torres Strait Islander businesses and stakeholders

Action	Responsibility	Timeline	Target
1. The RAP Working Group (RWG) continues to actively monitor the development of the RAP, including implementation of actions, tracking progress and reporting.	<ul style="list-style-type: none"> • RWG 	<ul style="list-style-type: none"> June 2015 June 2016 June 2017 	<ul style="list-style-type: none"> • The RWG oversees the development, endorsement and launch of the RAP. • The RWG to meet at least twice per year to monitor and report on RAP implementation to the Corporate Executive.
2. Celebrate National Reconciliation Week annually, to increase awareness and understanding of the significance of reconciliation to all Australians.	<ul style="list-style-type: none"> • RWG • Manager Corporate Communications and Marketing 	<ul style="list-style-type: none"> June 2015 June 2016 June 2017 	<ul style="list-style-type: none"> • Acknowledgement of National Reconciliation Week on our website (banner on home page). • Acknowledgement of National Reconciliation Week on our Facebook page. • Promote Aboriginal business through the sponsorship of eight banners displayed throughout the Perth CBD during National Reconciliation Week, as facilitated by the Department of Aboriginal Affairs. • Organise at least one internal National Reconciliation Week event for our staff.
3. Actively promote our small business support services to Aboriginal and Torres Strait Islander small businesses throughout Western Australia by utilising new and existing stakeholder networks.	<ul style="list-style-type: none"> • Manager Business Facilitation Services • Manager Business Information Services • Manager Small Business Services 	<ul style="list-style-type: none"> June 2015 June 2016 June 2017 	<ul style="list-style-type: none"> • Recognise and provide ongoing small business support services to Aboriginal businesses in line with all our clients (business as usual). • Promote continuing registration on and use of the Aboriginal Business Directory WA (ABDWA) to Aboriginal and Torres Strait Islander businesses. • Link Aboriginal and Torres Strait Islander small business with our preferred service providers.



<p>4. Promote the ABDWA to all stakeholders to encourage Aboriginal business development and the facilitation of sustainable relationships between Aboriginal business and the public and private sectors.</p>	<ul style="list-style-type: none"> • Small Business Commissioner • Director Policy and Advocacy • Manager Business Facilitation Services • Manager Corporate Communications and Marketing • Aboriginal Business Development Officer 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • A total of 500 Aboriginal businesses to be registered on the ABDWA. • Include ongoing ABDWA promotion in all our corporate activities and corporate events. • Include ongoing ABDWA promotion to private and public sectors through banner display and/or staff promotion at events.
<p>5. Provide advocacy on behalf of Aboriginal and Torres Strait Islander small business operators to ensure that the specific needs of this component of this sector is represented in government decision making.</p>	<ul style="list-style-type: none"> • Director Policy and Advocacy • Small Business Commissioner 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • Advocate for ongoing fair, conducive and productive operating environment, including in the development of policies, specific to Aboriginal and Torres Strait Islander business. • Advocate at the individual case level for the resolution of disputes with government agencies and other businesses (Aboriginal and non-Aboriginal).
<p>6. Conduct research and compile data to better understand the characteristics and needs of Aboriginal business operators to inform policy advice and service delivery to this sector.</p>	<ul style="list-style-type: none"> • Director Policy and Advocacy • Manager Small Business Services • Manager Business Information Services. 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • Record Aboriginal business enquiries (via self identification only) on our customer relationship management system. • Collect and analyse data from our annual <i>State of Small Business</i> surveys (using self-identification only). • Monitor and keep abreast of trends in Aboriginal and Torres Strait Islander enterprise development in Western Australia and nationally. • Investigate and use information generated by Many Rivers Microfinance – the measurement of social impact funding arrangements on the Aboriginal community in Western Australia.
<p>7. Promote Aboriginal and Torres Strait Islander business diversification and success stories to challenge misconceptions, promote Aboriginal business ownership and engagement and facilitate relationships with public and private sectors.</p>	<ul style="list-style-type: none"> • Director Policy and Advocacy • Manager Small Business Services • Manager Business Information Services 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • Advocate continuously to policy makers and decision makers regarding the breadth and diversity of Aboriginal and Torres Strait Islander business operations in Western Australia (i.e. not just resource, cultural or tourism-based businesses). • Promote and feature Aboriginal and Torres Strait Islander business success stories on our website and external publications (e.g. annual reports). • Feature Aboriginal and Torres Strait Islander business on our Facebook page on an ongoing basis.
<p>8. Actively engage and foster meaningful relationships with stakeholders who have an interest in supporting Aboriginal and Torres Strait Islander enterprise development in Western Australia.</p>	<ul style="list-style-type: none"> • Small Business Commissioner • Executive Director • Director Policy and Advocacy 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • Promote and facilitate ongoing use of Aboriginal businesses for the provision of services, internally and externally. • Facilitate continuous collaboration across other State and Federal Government agencies, as well as business service providers, to support Aboriginal and Torres Strait Islander enterprise development.



Respect

It is important for our staff to respect, and have a good understanding of, the diversity of Aboriginal and Torres Strait Islander peoples, cultures, lands and histories across Western Australia. An enhanced understanding is integral to building respect and the delivery of informed and culturally sensitive services. In turn this will provide greater recognition of, an encouragement for, Aboriginal and Torres Strait Islander people to continue to build productive, successful businesses, with strategies and knowledge to successfully compete with non-Aboriginal enterprises.

Focus area: Developing an understanding of Aboriginal and Torres Strait Islander cultural protocols, diversity, histories and the importance of incorporating them into the wider Western Australian business sector.

Action	Responsibility	Timeline	Target
1. Engage all staff in understanding the protocols around 'Acknowledgement of Country' and 'Welcome to Country' ceremonies to ensure there is shared meaning underpinning them.	<ul style="list-style-type: none"> Small Business Commissioner Executive Director Manager Corporate Communications and Marketing Manager Business Information Services 	<ul style="list-style-type: none"> June 2015 June 2016 June 2017 	<ul style="list-style-type: none"> Develop, implement and communicate a protocol document for corporate events. Include acknowledgement protocol in all Small Business Commissioner and Ministerial speech notes prepared by staff. Identify significant events (including those involving the Minister) for which a Welcome to Country from a Traditional Owner should be conducted. Encourage stakeholders/partners, including third party service providers, to deliver an Acknowledgement of Country at all events, particularly those we have sponsored (such as business awards). Include an Acknowledgement to Country at the beginning of the workshops we conduct.
2. Engage all staff in cross-cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved.	<ul style="list-style-type: none"> Small Business Commissioner Executive Director Director Policy and Advocacy Director Corporate Resources 	<ul style="list-style-type: none"> June 2015 	<ul style="list-style-type: none"> Develop and pilot our cultural awareness training strategy. In particular, provide opportunities for the RWG, RAP Champions and other key leaders to participate in training. Develop and implement agency appropriate cross-cultural awareness programs for all staff. Develop and implement appropriate cross-cultural awareness programs for our third party service providers. Ensure all staff have undertaken cross-cultural learning within six months of commencing employment. Include cross-cultural awareness as part of HR induction process for all new staff and Board members. Promote Aboriginal businesses through internal activities.



<p>3. Celebrate NAIDOC Week annually to create awareness of the significance to Aboriginal and Torres Strait Islander Peoples and provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and community through annual NAIDOC Week events.</p>	<ul style="list-style-type: none"> • Small Business Commissioner • Executive Director • Director Policy and Advocacy • Director Corporate Resources 	<p>July 2015 July 2016 June 2017</p>	<ul style="list-style-type: none"> • Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week events. • Provide opportunities for Aboriginal and Torres Strait Islander staff to participate in local NAIDOC Week events. • Collaborate with other government tenants of the One40 William Street building in the provision of a joint NAIDOC Week event for all staff across agencies. • Acknowledgement of NAIDOC Week on our website and Facebook page.
<p>4. Encourage participation in International Harmony Week, particularly around the diversity of cultures that make up the Western Australian business sector.</p>	<ul style="list-style-type: none"> • Small Business Commissioner • Executive Director • Director Policy and Advocacy • Manager Specialised Services 	<p>March 2015 March 2016 March 2017</p>	<ul style="list-style-type: none"> • Promote the diversity of the small business sector in Western Australia, particularly those businesses run by Aboriginal and Torres Strait Islanders. • Promote acceptance of diversity within our organisation (e.g. demonstrate ethnic backgrounds, countries of birth, cultural practices).
<p>5. Encourage and facilitate high level engagement for all staff with Aboriginal and Torres Strait Islander businesses to gain a better understanding of the similarities and differences in developing a successful business.</p>	<ul style="list-style-type: none"> • Small Business Commissioner • Executive Director • Director Policy and Advocacy • Director Corporate Resources 	<p>June 2015 June 2016 June 2017</p>	<ul style="list-style-type: none"> • Provide ongoing opportunities for Aboriginal owned or operated businesses to be present at our stakeholder functions, events and presentations. • Encourage presentations by Aboriginal and Torres Strait Islander business representatives.



Opportunities

It is important for us to identify and promote opportunities for Aboriginal and Torres Strait Islander staff and business operators in order to support a thriving Aboriginal business sector. Leading by example and creating a culturally inclusive environment increases accessibility to our services and enables us to promote success, assist business start ups, ensure growth and development and raise the profile of Aboriginal and Torres Strait Islander businesses across Western Australia.

Focus area: Seek and participate in opportunities to promote and assist Aboriginal and Torres Strait Islander businesses across Western Australia.

Action	Responsibility	Timeline	Target
1. Investigate opportunities to increase Aboriginal and Torres Strait Islander employment.	<ul style="list-style-type: none"> • Small Business Commissioner • Executive Director • Director Corporate Resources • Director Policy and Advocacy 	<ul style="list-style-type: none"> • June 2015 • June 2016 • June 2017 	<ul style="list-style-type: none"> • Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employment are able to be addressed. • Pilot different approaches to increasing Aboriginal and Torres Strait Islander employment within the organisation (such as training pathways, apprenticeships, internships, cadetships, work experience, etc). • Advertise all vacancies in Aboriginal and Torres Strait Islander media. • Engage with Aboriginal staff and other sources (such as the Aboriginal Workforce Development Division of the Department of Training and Workforce Development) to better understand the professional development needs and opportunities of Aboriginal employees and to promote advertised vacancies. • Apply the elements, key themes and initiatives of the Public Sector Commission Aboriginal Employment Strategy when employing staff.
2. Increase supplier diversity within our procurement processes to increase opportunities for Aboriginal and Torres Strait Islander owned businesses.	<ul style="list-style-type: none"> • Director Corporate Resources 	<ul style="list-style-type: none"> • June 2015 • June 2016 • June 2017 	<ul style="list-style-type: none"> • Review procurement policies and ensure barriers to Aboriginal businesses are addressed. • Inform staff and encourage them to buy from Aboriginal and Torres Strait Islander businesses registered on the ABDWA. • Develop at least one ongoing, commercial relationship with an Aboriginal supplier. • Facilitate the procurement of goods and services from ABDWA-listed suppliers, in line with State Supply Commission Guidelines on Engaging Aboriginal Businesses.



3. Increase the number of Aboriginal businesses entering business awards.	• Small Business Commissioner	November 2015	<ul style="list-style-type: none"> • Encourage regional awards programs to include an Aboriginal and Torres Strait Islander award category. • Encourage, with the assistance of our preferred service providers, Aboriginal and Torres Strait Islander business awards.
	• Manager Communications and Marketing	November 2016	
	• Aboriginal Business Development Officer	November 2017	

Tracking progress and reporting

Action	Responsibility	Timeline	Target
1. Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	• RWG	September 2015	<ul style="list-style-type: none"> • Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
	• Small Business Commissioner	September 2016	
	• Director Corporate Resources	September 2017	
2. Raise awareness of SBDC's RAP commitment internally and externally to gain widespread engagement in the RAP.	• Small Business Commissioner	August 2015	<ul style="list-style-type: none"> • Publish a one-page RAP summary on the SBDC web site. • Add complete RAP to the extranet and communicate to all staff at all staff presentation. • Inclusion of our RAP commitment into induction material.
	• Manager Corporate Communications and Marketing	August 2016	
		August 2017	
3. Reports achievements, challenges and learning in our annual reporting.	• RWG	September 2015	<ul style="list-style-type: none"> • We have included past reconciliation commitments in the 2013-14 Annual Report, and will continue doing so in this RAP.
	• Small Business Commissioner	September 2016	
	• Manager Corporate Communications and Marketing	September 2017	

Contact details

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