



FACILITY SERVICES

# GJK FACILITY SERVICES

REFLECT RECONCILIATION ACTION PLAN

FEBRUARY 2023 - 2024



RECONCILIATION  
ACTION PLAN

REFLECT



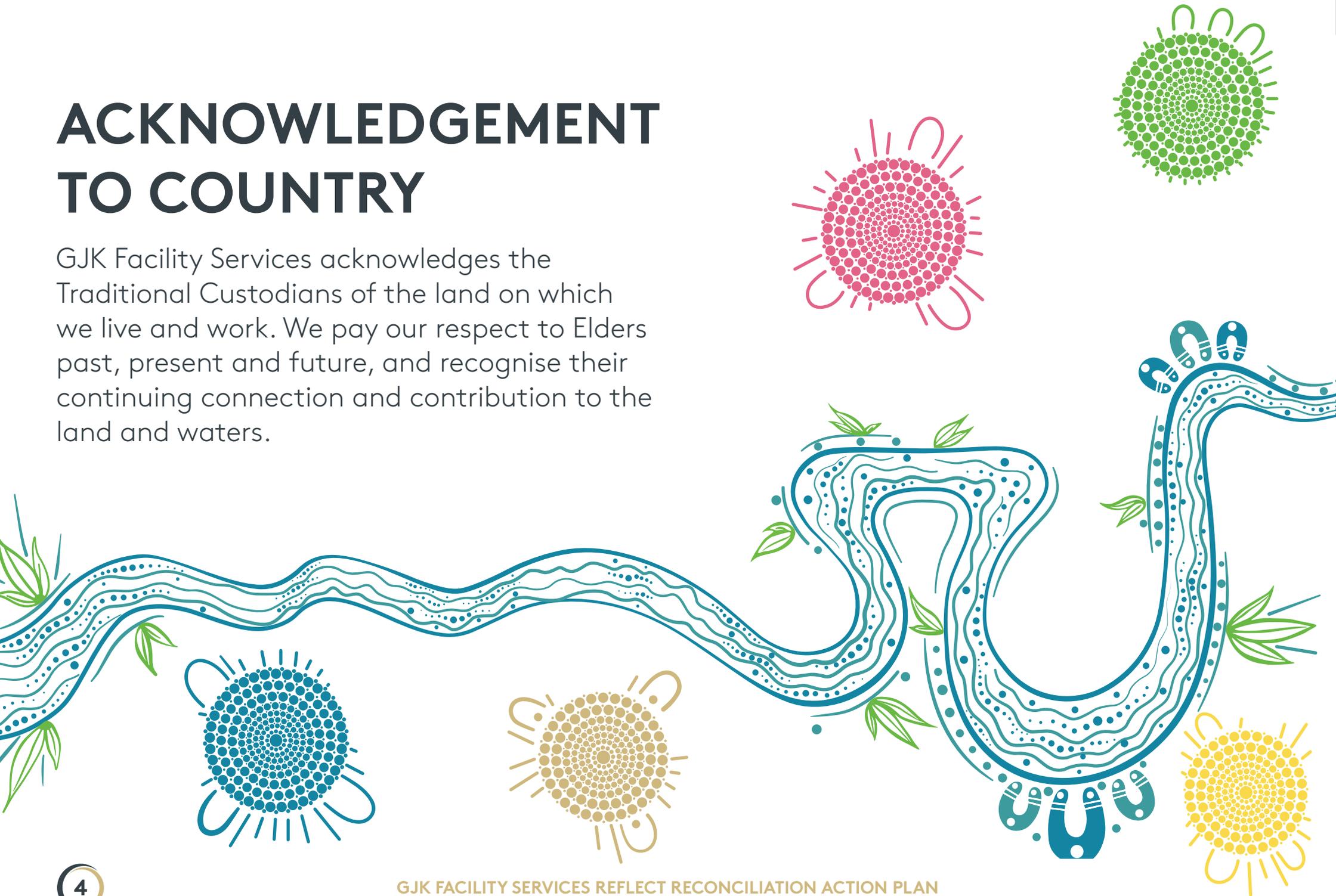


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# ACKNOWLEDGEMENT TO COUNTRY

GJK Facility Services acknowledges the Traditional Custodians of the land on which we live and work. We pay our respect to Elders past, present and future, and recognise their continuing connection and contribution to the land and waters.



# GJK CEO Statement



We understand businesses like GJK Facility Services play an important role in achieving meaningful change for positive societal impact. As a business, the need to do what's right and give back is just part of who we inherently are.

We have been strong advocates for Aboriginal and Torres Strait Islander people for many years, and we will continue for many more.

From the inception of GJK Indigenous Solutions in 2017, a successful cleaning company that would create opportunities for Aboriginal and Torres Strait Islanders through our joint venture partnership and creation of Killara Services. To the contribution, GJK has made to many Indigenous communities across the country through the procurement of art and support of artists and cultural expression. We continue to advocate and provide opportunities to engage and empower Aboriginal and Torres Strait Islander peoples through our internal cohort of Indigenous GJK employees or our procurement of Indigenous-owned businesses in our supply chain.

As a business, developing and implementing our Reconciliation Action Plan is the next logical step of GJK's journey to contributing to a reconciled, just, and equitable Australia for Aboriginal and Torres Strait Islanders.

**Elias Stamas**  
Chief Executive Officer

# GJK Founder and Managing Director Statement



From our humble beginnings over 35 years ago, GJK's values and culture was built around family. I have always believed this aligns with the values and culture of First Nations people and that the two must come together in life, friendship, learning, and business.

My passion and fascination with our First Nations culture has evolved over many years through learning and understanding our country's rich Indigenous history.

Their spiritual connection to country, and their incredible strength and resilience in times of adversity. A truly magical culture and, at times, breathtakingly captivating.

We will continue to drive ethical business partnerships with First Nations peoples to harness Indigenous business opportunities and increase our employee's knowledge through cultural awareness initiatives and engagement. We will continue to support the arts community and continuation of cultural practice, preservation and reinvigoration throughout communities across Australia.

I started our reconciliation journey many years ago, and I'm proud GJK is formalising this in our Reconciliation Action Plan.

**George Stamas**  
**Founder and Managing Director**

# Reconciliation Australia CEO Statement



Reconciliation Australia welcomes GJK Facility Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

GJK Facility Services joins a network of more than 2,200 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.

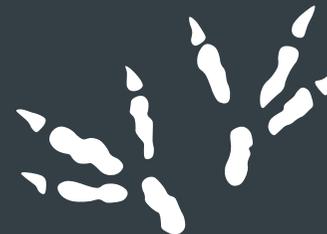
These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

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 GJK Facility Services 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 GJK Facility Services, 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



# Our Business

Established in 1985, GJK Facility Services is a privately owned Australian company. Our purpose is to provide better experiences and outcomes for our people and our customers. GJK is one of Australia's largest providers of premium cleaning and facility support services and for over three decades GJK has managed services across Australia and New Zealand. From government and public facilities to commercial office spaces, university campuses and hospitals, we have the knowledge and expertise to work in all types of environments and operate within a diverse range of sectors, including Banking, Commercial, Education, Government, Health, Logistics, Transport. Our core facility service offerings are:

- Cleaning
- Grounds
- Restoration
- Projects and Maintenance
- Support Services – including waste management, pest control, hygiene and consumable supply.

We have established operations in all Australian states and territories, and New Zealand, with each contract a dedicated locally sourced team of experts who undertake site specific inductions and training. Backed by our corporate office support teams located in Melbourne, this sound resourcing model allows GJK to ensure the provision of high-quality, cost-effective services for our clients. Our strong national footprint ensures the effective and well-resourced mobilisation of contracts whilst providing tailored compliance, quality and legislative requirements.

## **We have 6 main offices located in:**

Collingwood, Victoria

Mascot, New South Wales

Ashgrove, Queensland

Walkerville, South Australia

Subiaco, Western Australia

Winnellie, Northern Territory



# Our Vision

The GJK vision for reconciliation means true equity and equality for Aboriginal and Torres Strait Islander peoples. As one of the largest facility service companies in Australia, we recognize that we have a responsibility and obligation to do our part to address the social, cultural and economic injustices experienced by Aboriginal and Torres Strait Islander people.

With our continued engagement and learning, we strive to demonstrate our clear commitment and corporate leadership within our industry, ensuring we are a culturally diverse and safe workplace for all and actively contribute towards societal change.

Our vision is to be the leading provider of facility services. We aim to demonstrate corporate leadership through meaningful engagement, service delivery, employment, enterprise support and our commitment to continual cultural learning, safety and growth.



# Our RAP Journey

GJK Facility Services is a national company with its head office based in Collingwood, Victoria. Our contracts and sites are in all states and territories across Australia. Our founder and Managing Director, George Stamas and CEO, Elias Stamas have a history of involvement and engagement with Aboriginal and Torres Strait Islander communities and the development of a RAP is viewed as a natural step towards formalising and expanding that engagement and contributing positively towards reconciliation and Indigenous economic growth.

Our businesses core purpose is to provide better experiences and outcomes to our customers and our people, and we are committed to supporting Aboriginal and Torres Strait Islander people in which we work with, partner with, and where we operate.

The development of a RAP aligns to our GJK values. As a company we value respect, inclusion, and diversity within our workplace. Through this RAP we will formalise and concrete our commitment to Aboriginal and Torres Strait Islander people and communities in a structured, meaningful, and accountable way.

With a workforce of 2,500+ from over 45 different cultural backgrounds, we understand harnessing and respecting these unique differences creates a productive and inclusive workplace. It brings different views and perspectives together, driving innovation and creativity and ultimately serving our internal and external customers better. It embraces the communities in which we live and fosters stronger relationships and a greater understanding of each other.

Our first step in the development and implementation of our RAP is to develop a strong RAP Working Group represented by strong Aboriginal and Torres Strait Islander leaders both internal and external to GJK. The broader representation of our working party will be drawn from our talented team of employees and members of our executive leadership team.

Our actions will include:

- Identify opportunities within our business where we can benchmark and increase our engagement of Aboriginal and Torres Strait Islander businesses.
- Assess opportunities to identify percentage targets to engage direct labour within our workforce
- Facilitate Aboriginal Cultural Awareness training to our workforce regularly to ensure all staff, management and executive leaders understand Aboriginal history and culture, and can demonstrate learnings and competencies within their roles.
- Educate our organisation and staff on key Aboriginal cultural events and days of celebration to attend and participate in
- Develop company protocols for Acknowledgement of Country, including the implementation of guidelines covering meeting protocols, email signatures and website acknowledgement, rebranding of marketing materials and advertising.

GJK Facility Services is both excited and committed to the process of learning and growing as we embark on our Reconciliation journey. We respect the importance of making positive changes and forging strong partnerships and collaborations with Aboriginal and Torres Strait people, communities, and businesses.

# GJK Partnership Activities

## KILLARA

As part of George Stamas' long-term vision that businesses can and should change peoples' lives, he began a journey in 2017 supporting and mentoring Indigenous entrepreneur Jasmine Newman.

Jasmine, a proud Dharug woman, was passionate to continue her great grandfather's legacy fighting for the betterment of Aboriginal and Torres Strait Islander people. With George and GJK Facility Services' support, Killara Services was born.

Today, Killara Services is now one of Australia's fastest-emerging Indigenous businesses, boasting major commercial, government, and grassroots community organisation contracts. Killara reinforces the potential of Indigenous-led businesses to create jobs and careers for First Nations Australians and improve cultural understanding across industry.

This year Killara and Jasmine's success was recognised; awarded Supply Nations' Indigenous Businesswoman of the Year 2022 and then awarded the National Winner of Telstra's Best of Business Awards - Indigenous Excellence Award, once again demonstrating the strength and success of our continued partnership with Killara Services. Working in collaboration, Killara Services walks side by side with GJK Facility Services, building a shared culture across both organisations that fosters meaningful engagement with Aboriginal People, Culture and Businesses.



**KILLARA**  
SERVICES

**Jasmine Newman**

**Managing Director, Killara**

Artwork by Jake Simon,  
proud Worimi-Biripi man - Inyadot Art



## GJK/GJKIS MURAL

In May 2019, we commissioned local Indigenous artist, Arkie, to create a mural representing the coming together of GJK Facility Services and GJK Indigenous Solutions. The piece referenced contemporary Indigenous symbolism and movement to depict the coming together of people to create and achieve goals. Circular formations represented meeting places, whilst each individual was represented by small dots that make up the meeting places and collaboration which helps achieve common goals. The mural was unveiled by Councillor, Danae Bosler, Mayor of Yarra City Council at the time.

## GJK AND COLLINGWOOD COLLEGE MURAL

After working with Arkie on the GJK/GJKIS mural, the idea of partnering with Collingwood College to create another mural was formed. After approaching Collingwood College with the idea, it morphed to it being part of the grades 5 & 6 curriculum with Arkie sharing her knowledge, stories of Indigenous art and what the meaning was behind her artwork and symbols. The students were then asked to create their own symbol that would be added to the large community mural Arkie was designing. The art piece Arkie was creating with the students was to represent the different parts of the community coming together to support each other and how a community working together can achieve great things. Each student came and painted their symbols onto the greater mural. Once completed the mural was unveiled to the local community by the Mayor of Yarra City Council.





## PROPERTY COUNCIL OF AUSTRALIA - THE YOUNG FIRST NATIONS PROFESSIONALS PARTNER PROGRAM

GJK are proud to be sponsoring the Young First Nations Program at the Property Congress 2022 in March this year, in Hobart TAS. Our sponsorship of this program enables us to:

- Exclusive sponsorship of the program
- Opportunity to be involved in developing the program
- Opportunity to submit two people to be Congress mentors/buddies of the YIPs
- Opportunity to nominate one of the students
- Involvement in the Program at Congress i.e.: Welcoming all participants in the Program.



The program offers Young Indigenous Professionals complete financial support to attend Congress. This includes flights, transport, and accommodation for the duration of Congress for all five professionals. The Property Council will develop a dedicated Program for these professionals to ensure they are personally (and culturally) supported throughout Congress. It includes a buddy/mentor component, invitation to subsidiary events, eg: networking events, as well as meet and greets with speakers of their choice. It is aimed at young indigenous professionals who have recently entered the property sector and are at the early stages of their career.

## FMA SCHOLARSHIP SPONSORSHIP PROGRAM – DIPLOMA OF FACILITIES MANAGEMENT

Since 2019, GJK have been providing financial support with Killara through the FMA Indigenous Scholarship. The scholarship is available each year for one Aboriginal and Torres Strait Islander to undertake the Diploma of Facilities Management through the University of New England.

The Diploma provides participants the knowledge and expertise they will require to be successful in the facility management industry and further their career.

On completion of the Diploma, each student will have:

- The technical skills in planning, development and implementation of facilities maintenance and life cycle maintenance programs
- Skills in measuring and managing sustainable facilities environments.
- Managerial business skills, including an understanding of collaboration, interpersonal relationships, stakeholder engagement and delegation.
- Risk Management skills and an understanding of how to ensure safety in the workplace.



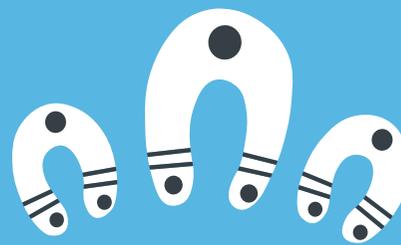
## SUPPLY NATION MEMBERSHIP

GJK have an ongoing membership with Supply Nation and have recently participated in their First Step Training Program. Each member of the RAP Working Group has been introduced to our Client Relationship Manager which included access and a demonstration of the Supply National member portal, which will become a critical platform for GJK to increase our Indigenous procurement, business engagement and participation.





# RELATIONSHIPS



Action	Deliverable	Timeline	Responsibility
<b>1.</b> <b>Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2023	GM-People and Culture
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2023	GM – People and Culture
	Engage with no less than 3 Indigenous businesses to understand best practice and principals to engage with Indigenous Businesses.	August 2023	GM – People and Culture
<b>2.</b> <b>Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia’s NRW resources and reconciliation materials to our staff.	May 2023	GM Corporate Affairs & Sustainability
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June 2023	GM Corporate Affairs & Sustainability
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June 2023	GM Corporate Affairs & Sustainability
<b>3.</b> <b>Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff.	April 2023	GM Corporate Affairs & Sustainability
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2023	GM – People and Culture
<b>4.</b> <b>Promote positive race relations through anti-discrimination strategies.</b>	Research best practice and policies in areas of race relations and anti-discrimination.	March 2023	GM – People and Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2023	GM – People and Culture



# 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.

March 2023

GM – People and Culture

Conduct a review of cultural learning needs within our organisation.

March 2023

GM – People and Culture

Implement Cultural awareness training for all Executive and Leadership staff.

June 2023

GM – People and Culture

Engage an Aboriginal and Torres Strait Islander business to provide cultural awareness training to for our Executive Leadership Team and Operational Management by June 2023.

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.

February 2023

GM Corporate Affairs & Sustainability

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

April 2023

GM Corporate Affairs & Sustainability

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.

July 2023

GM Corporate Affairs & Sustainability

Introduce our staff to NAIDOC Week by promoting external events in our local area.

July 2023

GM Corporate Affairs & Sustainability

RAP Working Group to participate in an external NAIDOC Week event.

First week in July 2023

GM Corporate Affairs & Sustainability



# OPPORTUNITIES



Action	Deliverable	Timeline	Responsibility
<b>8.</b> <b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2023	GM-People and Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2023	GM – People and Culture
	Conduct a business wide survey to better understand how many people within our network identify as being Aboriginal and Torres Strait Islander.	March 2023	GM – People and Culture
<b>9.</b> <b>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	April 2023	GM Corporate Affairs & Sustainability
	Review our Supply Nation Membership requirements and access how we are tracking.	February 2023	GM Corporate Affairs & Sustainability





# GOVERNANCE



Action	Deliverable	Timeline	Responsibility
<b>10.</b> <b>Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Maintain a RWG to govern RAP implementation.	Ongoing Review February 2023, 2024	GM – People and Culture
	Review and update Terms of Reference for the RWG.	February 2023	GM Corporate Affairs & Sustainability
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Review March 2023 , 2024	GM Corporate Affairs & Sustainability
<b>11.</b> <b>Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	February 2023	GM – People and Culture
	Engage senior leaders in the delivery of RAP commitments.	April 2023	GM Corporate Affairs & Sustainability
	Review and update our systems and capability to track, measure and report on RAP commitments	March 2023	GM Corporate Affairs & Sustainability
<b>12.</b> <b>Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 30, annually	GM Corporate Affairs & Sustainability
	Share our RAP achievements, challenges, and learnings internally and externally	Quarterly communications February, May, September, December 2023	GM Corporate Affairs & Sustainability

# THE ARTIST



## Lani Balzan

Aboriginal Art by Lani

Lani Balzan is an Aboriginal artist and graphic designer specialising in designing Indigenous canvas art, graphic design, logo design, Reconciliation Action Plans design and document design.

Lani is a proud Aboriginal woman from the Wiradjuri people of the three-river tribe. Her family originates from Mudgee but she grew up all over Australia and lived in many different towns starting her business in the Illawarra NSW and recently relocating to Mid-North Queensland.

In 2016 Lani was announced as the 2016 NAIDOC Poster Competition winner with her artwork "Songlines". This poster was used as the 2016 NAIDOC theme across the country.

Lani has been creating Aboriginal art since 2013 and has continued success across the country. One of her biggest goals and aspirations with creating Aboriginal art is to develop a better connection to her culture and to continue to work towards reconciliation; bringing people and communities together to learn about the amazing culture we have here in Australia.

[www.aboriginalartbylani.com.au](http://www.aboriginalartbylani.com.au)

# THE ARTWORK STORY

The artwork titled "GJK Pathways to Reconciliation" was created for GJK Facility Services Reconciliation Action Plan. The overall meaning of the artwork represents GJK Facility Services as whole and the connections with staff, families, friends and community coming together to learn and grow and to close the gap between Indigenous and Non-Indigenous people by taking the journey together for better understanding of Aboriginal culture.

The large gathering symbol represents GJK as a whole with people symbols located around it representing all employees, family, friends and community.

The gold pathways coming out of the gathering symbol represent GJK Facility Services reconciliation journey and the paths taken to build a better connection to Aboriginal culture across the land and the work they have done with Aboriginal people over the years.

The Yarra river is represented through the artwork to symbolise an important land feature to all where GJK Facility Services head office is located in Victoria.

The 6 circle elements represent the 6 locations GJK have their main offices in: Collingwood, Victoria - Mascot, New South Wales - Ashgrove, Queensland - Walkerville, South Australia - Subiaco, Western Australia - Winnellie, Northern Territory.

The eagle was included as an important symbol to represent strength and courage which is also Lani's totem and hold a significant importance in Aboriginal culture. The eagle watches over and protects from above.

GJK Facility Services values are represented by the three larger people symbols in golden colours.

The colours used throughout the artwork are GJK Facility Services branding colours with additional colours used to complement them.



LANI



## Contact Details

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