



MRAEL and its Controlled Entities

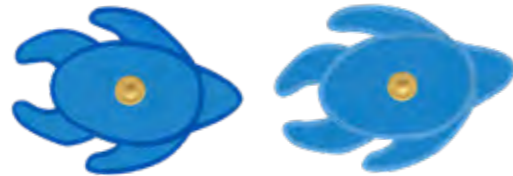
Reflect Reconciliation Action Plan

July 2024 - July 2026



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Acknowledgement of Country

We acknowledge the Traditional Custodians of Country throughout Australia and recognise their continuing connection to lands, waters, and communities.

We pay our respect to Aboriginal and Torres Strait Islander people and cultures, and we extend our respect to the Elders past and present.

Our Business



MRAEL is a not-for-profit organisation operating across Queensland and New South Wales providing education, training and employment services. For over 35 years, we have proudly partnered with individuals and businesses to help create new apprenticeship and traineeship opportunities, provide training and support learning outcomes. MRAEL is proudly part of IntoWork Australia.

IntoWork is a leading national provider of Employment, Skills, Education and Support services that support economic and social participation. Everything we do, including our range of tailored pathways for individuals and workforce solutions for employers, is underpinned by our vision - 'Vibrant Futures' - for our staff, service users and business clients. Our team and culture are keys to our success, underpinned by our shared core values of Respect, Innovation, Collaboration, Integrity, and Courage.

MRAEL is the parent entity of the following subsidiary entities:

- Australian Trade College North Brisbane (ATCNB)
- Australian Trade Training College (ATTC)
- Capricornia Training Company (CTC)
- Hospitality Training Network (HTN)

In 2023, MRAEL also became a Workforce Australia provider which delivers employment services across Mackay and Fitzroy regions as part of IntoJobs. Collectively, MRAEL and its subsidiary businesses strive to engage with individuals and businesses to help increase access for all people to services and initiatives that contribute to enhancing personal competence and increasing workforce participation.

MRAEL commenced operation in 1985 and now has offices in both Queensland and in New South Wales, including in:

- Queensland: Brisbane (Yuggera and Turrbal); Bundaberg (Gureng Gureng); Cairns (Yidinjdji); Emerald (Gayiri); Gladstone (Gureng Gureng); Gold Coast (Bundjalung); Hervey Bay (Badtjala); Ipswich (Yuggera); Mackay (Yuwi); Rockhampton (Darumbal); Scarborough (Kabi, Jinibara and Turrbal); Sunshine Coast (Gubbi Gubbi); Toowoomba (Barunggam); and Townsville (Gugu-Badhun).
- New South Wales: Parramatta (Dharug)

MRAEL employs over 300 staff, including five who identify as First Nations People. MRAEL also employs 333 apprentices and trainees (through its Group Training Organisation), 9.9% of whom identify as First Nations People (March 2022).

MRAEL also provide a number of social assistance programs, including Skilling Queenslanders for Work (funded by the Queensland Government) to support priority cohorts, including First Nations People, to access training, mentoring and pastoral care to support successful transitions into employment. MRAEL's subsidiary, CTC, delivers the Youth Housing and Reintegration Service (YHARS) in Central Queensland, supporting young people who are homeless or at-risk of becoming homeless.

These collective services provide MRAEL and its subsidiaries with the opportunity to create education, training and employment solutions with an extensive network of stakeholders across Australia.

MRAEL adopts the IntoWork Australia Values, as follows:

- Collaboration - We grow and build using our respective strengths as a united team.
- Courage - We show determination to achieve our business goals and objectives.
- Innovation - We actively pursue new ideas and implement improved ways of working.
- Integrity - We create a culture of honesty, building trust, where our words become our actions.
- Respect - We treat people equally, valuing and acknowledging the strengths, abilities and rights of all.

MRAEL Strategic Plan 2023-2026

Vision

Vibrant Futures

Purpose

To enable and support people and businesses to realise their potential through opportunities for quality education, training and employment.

Strategic Priorities

1. Performance - Be an organisation always positioned to deliver services that contribute to continued economic growth, increasing accessible opportunities in the labour market and across industry.
2. People - Have a high-performing, engaged and flexible workforce that is well equipped for both immediate and future operating needs.
3. Partnerships - Pursue transformational collaboration through the development and implementation of initiatives and practices for mutual outcomes.
4. Participation - Strive to increase access for all people to services and initiatives that will enhance their personal competence and increase workforce participation.

Our RAP

Reconciliation Action Plans (RAP) provide a framework to support national reconciliation. The RAP contributes to advancing reconciliation by supporting organisations such as MRAEL to develop respectful relationships and create meaningful opportunities with First Nations People. This is being achieved through ongoing consultation with Reconciliation Australia and the traditional owners of the communities in which we operate.

There are four RAP types (Reflect, Innovate, Stretch, Elevate) that set out the minimum elements required to build strong relationships, respect and opportunities within organisations and the community. MRAEL has chosen the Reflect RAP, as this is the first step in our journey towards reconciliation.

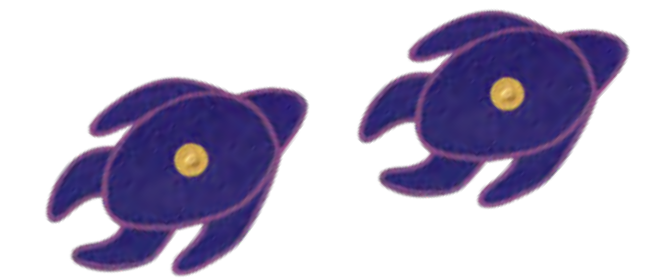
RAP Vision

MRAEL's vision for reconciliation, developed in collaboration with IntoWork Australia, is to create Vibrant Futures with First Nations People and their communities through continued collaboration, offering new opportunities and increased choice. MRAEL and its subsidiaries are committed to developing a Reflect RAP as a genuine commitment to build on and strengthen our existing relationships with First Nations People and communities.

RAP Working Group

MRAEL established a RAP Working Group in February 2021 and has elected to develop the 'Reflect' RAP, a twelve month action plan, as a first step on the reconciliation journey. Our RAP Working Group meets monthly to discuss our RAP development, and opportunities for acknowledgement and/or celebration of occasions of cultural importance for First Nations People, including National Sorry Day, NAIDOC Week and Reconciliation Week. Our RAP Working Group are committed to finding opportunities to create education and awareness across our team. MRAEL's RAP Working Group consists of the following team members:

- Shane Williams – First Nation's Engagement Advisor (Mas National, Queensland)
- Juliet Stewart – AASN State Manager, Queensland (MRAEL)
- Allison Cullen – Workforce Development Consultant (MRAEL – Mas National)
- Pauline Grant-Smith – RTO Manager (ATTC)
- Kirsty Campbell – Mobile Employment Consultant (MRAEL – IntoJobs)
- Madelyn Graham – Regional Leader (MRAEL – IntoJobs)



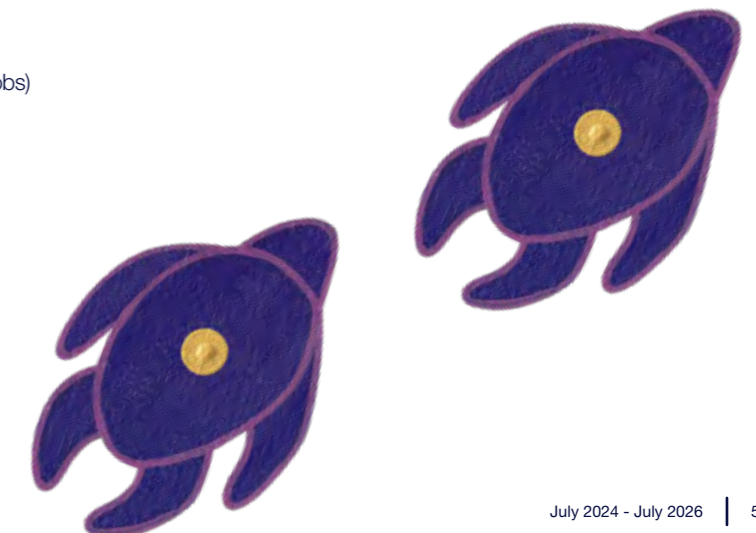
RAP Objectives

Through its RAP, MRAEL's goal is to be part of effecting change in the education, training and employment sector by creating increased opportunities for participation and representation of First Nations People. We strive to ensure First Nations People have access to services that assist in the development of their skills and knowledge through education and training. MRAEL would like to work towards making these changes through increasing our own knowledge and understanding of how we can support the needs of First Nations People.

MRAEL wishes to further our learning, through listening and engagement, on how we can support and collaborate with First Nations organisations. We believe our RAP will provide a framework from which we will improve our services for First Nations People and build respect for their culture and history. To ensure our RAP remains relevant, membership of the RAP working group will be reviewed and refreshed based on our learnings.

Our other objective is to ensure we support First Nations People in regional and remote communities through identifying appropriate grants and funding opportunities where we can work with First Nations communities to collaboratively design education, training and/or employment programs that meet their specific needs or community objectives.

The above mentioned activities, along with MRAEL celebrating and recognising important cultural events (such as NAIDOC Week) and other acknowledgement days and weeks annually will encourage and support our current staff to learn and be educated on our important First Nations history. We encourage our staff to commit to a First Nations learning journey, and to share their knowledge with each other, family and friends. All activities within MRAEL's RAP will be undertaken with the support and collaboration of the wider IntoWork Australia Group.



Our Partnerships/ Current Activities

MRAEL are committed to providing services and initiatives that support greater access and equity for First Nations People. Since 2021, MRAEL's Group Training Organisation has employed 89 apprentices and trainees that identify as First Nations People, in pathways such as Automotive, Building and Construction, Business, Community Services, Electrotechnology, Engineering, Hospitality, Resources, Transport and Distribution.

MRAEL's Registered Training Organisation, Australian Trade Training College, has also supported 136 First Nations students to commence nationally recognised Vocational Education and Training qualifications in the last 12 months, including 72 Australian Apprentices and 64 school students (through Vocational Education and Training in Schools programs).

MRAEL's current First Nations partnerships and activities include the following:

Skilling Queenslanders for Work Program

Gunya Meta

MRAEL recently assisted 'Gunya Meta' Aboriginal and Torres Strait Islander Organisation to provide employment opportunities by supporting the commencement of a Certificate I in Work Skills Traineeship for First Nations people. Gunya Meta Incorporated is a non-profit First Nations organisation based in Logan, Queensland. It is run by a board of local Logan City community members chaired by Aunty Faith Green and employs local First Nations staff. The organisation facilitates a range of programs and activity lessons to help build and strengthen the First Nations communities. Additionally, MRAEL services involved supporting 10 First Nations People, ranging in age from 17 to 50 years, to commence a Certificate I in Business qualification. Our program aims to equip participants with employability skills and offer a pathway to further study opportunities to gain sustainable employment. Gunya Meta engage with a network of local employers to provide work placement opportunities for participants as part of the program.

Gidarjil Development Corporation

MRAEL have a strong relationship with Gidarjil Development Corporation (GDC) and worked collaboratively with them on their recent Skilling Queenslanders for Work Program – Mt Perry Summit Walk 2021. GDC's project was to create a walking path for the last section of Mt Perry trail, which provided First Nations participants with an opportunity to complete a Certificate I in Conservation and Land Management. MRAEL attended the grand opening of the upgraded trail created by project participants. Upon graduation, MRAEL gifted all participants and Gidarjil representatives with photo books from the day to recognise their outstanding work and contribution to a community facility. The walk is now open to the public and will attract bush walkers from across Australia. MRAEL will now provide support to Gidarjil's next program in Gladstone (Central Queensland).

Apprentice Employment

Since 2017, MRAEL have partnered with Rio Tinto Weipa to facilitate local apprenticeship and traineeship opportunities. In the last five years, our relationship has supported 50 First Nations People to commence apprenticeships and traineeships at Rio Tinto's Weipa site (representing 34% of the total number of apprentices and trainees engaged at the site during that time). We have a strong working relationship with the Superintendent of First Nations Employment and Development at Rio Tinto's Weipa Operations.

MRAEL also hosts the Western Cape Apprentice and Trainee Awards annually (since 2018). The event includes an Acknowledgement of Country delivered by a local Indigenous representative. One of the award categories presented annually at the event is the 'Allan Sarago' Award. This award category showcases Local First Nations People in the area who have undertaken a traineeship. The winner is presented with the Allan Sarago Shield and receive a \$1500 voucher that goes towards furthering their training.

Since 2021, MRAEL have supported and assisted the Jabalbina Yalanji Aboriginal Corporation in providing upskilling opportunities for their Indigenous employees through apprenticeships and traineeships. MRAEL provide training support to ensure participants are guided to successful completion of their chosen qualification. Since the start of this relationship, MRAEL has supported Jabalbina Yalanji Aboriginal Corporation to commence 29 of its current employees in apprenticeship and traineeship qualifications.

Education Programs

MRAEL subsidiary, Australian Trade College North Brisbane (ATCNB), has implemented activities within its operations as a school to contribute to the Reconciliation journey and support Year 11 and 12 students to learn about Indigenous culture and history, recognising its importance in our national heritage. To support its reconciliation activities, ATCNB has developed relationships and activities including: partnering with local Indigenous Elders from within the school's community; Acknowledgement of Country at all school assemblies and formal school ceremonies; acknowledgement and celebration of key cultural events (including NAIDOC Week and Reconciliation Week); and availability of Queensland Aboriginal and Torres Strait Islander Foundation (QATSIF) scholarships for Year 11 and 12 Indigenous students attending ATCNB.



About the Artist & Artwork



About the Artist

Aaron Eastment is a contemporary artist who takes inspiration from the earth, sea and sky. Aaron is a proud Aboriginal and Torres Strait Islander man, with Wiradjuri & Mabuag Island roots.

About the Artwork

Aaron used a range of colours in the artwork to represent people from different communities across QLD and NSW. Throughout the entire painting, there are accents of gold used to represent wealth and worth of culture and knowledge. It is also used in the symbols to represent MRAEL and show the understanding of how it is included in the main values of IntoWork Australia.


The white circles are used to symbolise the 16 sites MRAEL has across Queensland and New South Wales, and the smaller circles represent the different family/community groups in these areas.

Animals and animal tracks were also used to represent their cultural significance in Aboriginal and Torres Strait Island communities.

Relationships

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within the communities in which our business operates. <ul style="list-style-type: none"> Investigate and research Aboriginal and Torres Strait Islander community groups in our main regions to engage with and provide our training and support services How we can improve the relationships with our current stakeholders and what further services can we offer around employment and training 	December 2024	First Nations Engagement Advisor
	Research best practice and principles that support partnerships with First Nations stakeholders and organisations.	December 2024	First Nations Engagement Advisor
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	Marketing & Communications Coordinator
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2025	RAP Working Group Committee Members
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2025	CEO, AASS State Manager, National GTO Manager and RTO Manager
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	July 2024	CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2024	First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2024	First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	December 2024	First Nations Engagement Advisor
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	HR Manager

Respect

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of First Nations cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of First Nations cultures, histories, knowledge and rights within our organisation.	December 2024	MRAEL CEO 
	Conduct a review of cultural learning needs within our organisation.	December 2024	First Nations Engagement Advisor
Demonstrate respect to First Nations People by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operating areas.	December 2024	First Nations Engagement Advisor
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2024	First Nations Engagement Advisor
Build respect for First Nations cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	First Nations Engagement Advisor
	Introduce our staff to NAIDOC Week by promoting external events in our operating areas.	July 2024	First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	RAP Working Group Committee Members
	Share a list of all events and activities throughout Queensland and New South Wales to all employees to encourage them to attend and participate in a NAIDOC week event.	First week in July 2024	First Nations Engagement Advisor
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	December 2024	First Nations Engagement Advisor
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	HR Manager

Opportunities



Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of First Nations cultures, histories, knowledge and rights through cultural learning.	Develop employment opportunities for First Nations People within our organisation. <ul style="list-style-type: none"> Conduct research on working with Indigenous Australians Implement a plan to increase the number of First Nations team members across the MRAEL group Discuss the creation of a role for a First Nations Engagement Advisor within MRAEL 	June 2025	CEO, First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	Build understanding of current First Nations People staffing to inform future employment and professional development opportunities.	December 2024	First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	Work with external stakeholders to identify and create Apprenticeship and Traineeship programs that provide increased employment and training outcomes for First Australians.	July 2026	First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
Increase First Nations People supplier diversity to support improved economic and social outcomes.	Review procurement practices and outcomes across our organisation to ensure they align with stated targets for purchasing and engagement with Indigenous enterprises (i.e. in AASN, Trades Recognition Australia services).	September 2024	CEO, First Nations Engagement Advisor, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	Consistently set new targets to increase procurement outcomes with Indigenous enterprises within our business.	June 2025	CEO, Partner - Business Growth, AASS State Manager, National GTO Manager and RTO Manager
	Investigate Supply Nation membership.	July 2024	First Nations Engagement Advisor

Governance

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation. RWG has been created in February 2021, this group will continue to work together to implement our Reflect RAP.	July 2025	CEO
	Draft a Terms of Reference for the RWG.	July 2025	First Nations Engagement Advisor
	Establish First Nations representation on the RWG. Maintain First Nations Engagement Advisors engaged with Mas National (IntoWork Australia business) for collaboration and support with all of IntoWork.	July 2025	CEO
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	August 2024	RAP Working Group Committee Members
	Engage senior leaders in the delivery of RAP commitments.	August 2024	RAP Working Group Committee Members
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Review Quarterly	CEO
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Appoint/maintain a senior leader to champion our RAP internally.	July 2024	CEO
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September 2024	AASS State Manager
	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.	August 2024	AASS State Manager
Continue our reconciliation journey by developing our next RAP.	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August 2024	AASS State Manager
	Register via Reconciliation Australia's website to begin developing our next RAP.	31 March 2025	AASS State Manager



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