



Government of Western Australia
Department of Commerce



Department of Commerce

Reconciliation Action Plan 2008-2009

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Introduction

It is with great enthusiasm that I present the Department of Commerce's Reconciliation Action Plan (RAP) for 2008-2009.

Department of Commerce recognises the excellent work Reconciliation Australia is undertaking to improve relationships between Indigenous and non-Indigenous people and has responded to that commitment through the development of this RAP.

Input and contribution has been coordinated throughout Department of Commerce's six divisions with the final product comprising a blend of current initiatives as well as future plans addressing the Reconciliation Australia's criteria of Relationships, Respect and Opportunities.

Strategies within the RAP provide Department of Commerce with an initial framework to build positive relationships, embrace Indigenous cultural education, address customer service needs and improve professional and career development for Indigenous employees. This RAP is a 'living' document for Department of Commerce that will evolve through annual review.

I am proud to submit this RAP as a reflection of this agency's commitment to reconciliation for 2008 and beyond.

A handwritten signature in black ink that reads "Brian Bradley". The signature is fluid and cursive, with a long, sweeping tail that extends to the right.

Brian Bradley
Director General

19 March 2008

Our vision for reconciliation

Department of Commerce will strive to build positive and valuable relationships and networks between Indigenous and non-Indigenous people through strategies based on respect, understanding and recognition.

Our business

Department of Commerce works with the community to ensure high standards of safety and protection for workers and consumers.

Department of Commerce achieves this by creating an employment and trading environment that provides for the growth, safety and protection of the community.

The agency is made up of six divisions, five of which function in an operational capacity, with the remaining one undertaking a corporate service function. The divisions are:

- Consumer Protection
- EnergySafety
- Labour Relations
- Resources Safety
- WorkSafe
- Corporate Services
- Office of the Director General

A full outline of Department of Commerce's business and services is available by visiting our website located at www.commerce.wa.gov.au

Our approach to developing our RAP

Department of Commerce is committed to the implementation, development and ongoing evaluation of our RAP.

Development and consultation has been through the representatives of Department of Commerce's Substantive Equality Committee, as well as divisional representatives who discussed the content with both Indigenous and non-Indigenous staff.

Consultation and input was also offered to our regional service officers through Department of Commerce's Regional Services Group.

The RAP launches Department of Commerce's actions for 2008-2009 and should be considered as a 'living' document. Future review and the inclusion of new initiatives will lead to enhancement for 2008 and beyond.

Relationships: Active, valued and respectful relationships between DEPARTMENT OF COMMERCE and Indigenous Australians are the key to enabling DEPARTMENT OF COMMERCE to work with Indigenous Australians to ensure that their rights and safety as consumers and employees are protected and enhanced.

Focus Area:

Community Education / Cultural Networks / Information Sharing

Actions	Responsibility	Timeline	Measurable Target
Establish a RAP working group made up of Indigenous and non-Indigenous staff, executives and management from across the organisation.	Consumer Protection: Director, Policy and Strategic Development	June 2008	Working group established. 4 x meetings per year. Minutes and actions reported on.
Develop relationships with both Indigenous stakeholders and the plumbing industry to improve plumbing standards for Indigenous communities.	Plumbers Licensing Board: Senior Compliance Officer (Indigenous Communities)	Ongoing	Develop relationships, improved plumbing standards and increased access to plumbing services achieved. A database of Indigenous communities and contacts has been established and will be maintained as a tool to measure and promote the ongoing relationships between stakeholders and the plumbing industry.
Create Indigenous consumer web pages as part of the overall Consumer Protection Division web site.	Consumer Protection: Director, Policy and Strategic Development	30 June 2008	Created and published Indigenous consumer web pages.
Create and host a National Indigenous Consumer Strategy web site.	Consumer Protection: Director, Policy and Strategic Development	30 June 2008	Created and published National Indigenous Consumer Strategy web site.

Actions	Responsibility	Timeline	Measurable Target
Meet with Aboriginal Legal Service to discuss issues of relevance to both organisations.	Consumer Protection: Commissioner for Consumer Protection	December 2008	Hold a minimum of two inter-agency meetings between January and December 2008.
Discuss with Horizon Power the current level of electrical safety in remote communities and offer detailed proposals for improvements, where relevant.	<i>EnergySafety</i> : Executive Director	31 December 2008	<i>EnergySafety</i> to provide assistance on safety issues to Horizon Power's Work Practice Coordinator who is responsible for the training and support of Indigenous operators for remote communities as they become part of Horizon Power's network.
Retain communication networks between Department of Commerce's Indigenous Community Education Officers and relevant Indigenous community organisations to: <ul style="list-style-type: none"> • ensure continued communication between key stakeholders; • increase awareness of consumer issues among Indigenous community groups; and • increase awareness of services provided by consumer agencies for Indigenous consumers. 	Consumer Protection: Director, Policy and Strategic Development	31 December 2008	Retain contact with metropolitan and regional Indigenous community groups through Consumer Protection's Indigenous Community Education Officers on an on-going basis. Level and frequency of contact during the year.

Actions	Responsibility	Timeline	Measurable Target
<p>Retain an email support network of all Indigenous consumer affairs officers in Australia to:</p> <ul style="list-style-type: none"> • provide a support/information sharing mechanism relating to Indigenous consumer issues; • identify emerging issues; • identify opportunities for joint initiatives; • share best practice ideas and programs; and • increase awareness of services provided by consumer agencies for Indigenous consumers. 	<p>Consumer Protection: Director, Policy and Strategic Development</p>	<p>31 December 2008</p>	<p>Retained email communication with Indigenous consumer affairs officers employed in consumer agencies in Australia.</p> <p>Responsibility rests with the Executive Officer for the National Indigenous Consumer Strategy and performance is measured by the level of email communication undertaken.</p>

Respect: Respect for Indigenous Australians and their culture is fundamental to DEPARTMENT OF COMMERCE's ability to be recognised and respected by Indigenous Australians as a source of relevant, high quality services for Indigenous Australians.

**Focus Area:
Cultural Awareness / Cultural Education and Development / Policy Integration**

Actions	Responsibility	Timeline	Measurable Target
Include (as a first) Indigenous consumer issues at the National Consumer Congress.	Consumer Protection: Director, Policy and Strategic Development	March annually	Indigenous Affairs remains an agenda item on the annual National Consumer Congress.
Establish a Department of Commerce Equity and Diversity Committee that includes an Indigenous staff member.	Corporate Services: Director, Human Resources; Manager, Workforce Development	31 December 2008.	Meetings held quarterly
Perform formal welcome to country at all significant events.	All divisions of the Department	Ongoing	Performance of a formal welcome to country at regular Department of Commerce events.
Promote and celebrate Reconciliation Week and NAIDOC Week	Corporate Services: Director, Human Resources ODG: Director, ODG	May and June 2008	Promoted events via All Department of Commerce email. Published an article in Department of Commerce's <i>HR Matters</i> . Included Newsflash on Department of Commerce intranet. Celebration of Reconciliation Week and all staff encouraged and supported to attend.

Actions	Responsibility	Timeline	Measurable Target
Display Indigenous art work in the EnergySafety office demonstrating this division's commitment to reconciliation and acknowledgement of Indigenous culture.	EnergySafety: Executive Director	31 December 2008	Two pieces of art work purchased for EnergySafety's meeting rooms.
Attend NAIDOC family day and Croc Fest events in Derby and Geraldton by Indigenous and non-Indigenous Community Education Officers. Department of Commerce staff attend these regular events.	Consumer Protection: Director, Policy and Strategic Development	31 December 2008	Attendance at nominated events by Indigenous and non-Indigenous Community Education Officers to promote Department of Commerce within community.
Promote and conduct Indigenous Cross Cultural Awareness Workshops for Department of Commerce staff.	Corporate Services: Director, Human Resources	January – December 2008 September 2009	<ul style="list-style-type: none"> • Target of 90 staff to undertake cultural awareness training per year. • Five Indigenous Cross Cultural Awareness Workshops to be conducted in 2008 (each workshop accommodates 18 staff). <p>Further training will be reviewed annually when Department of Commerce's RAP is refreshed.</p>
Publish articles on Indigenous issues of interest in the monthly HR Newsletter (<i>HR Matters</i>).	Corporate Services: Director, Human Resources	January – December 2008	Published a minimum of four articles during 2008.

Actions	Responsibility	Timeline	Measurable Target
Promote and support Indigenous Forums / Workshops organised by external providers including <i>Indigenous Employment Strategies</i> and <i>Giving Up On Reconciliation</i> .	Office of the Director General: Project and Policy Officer	Ongoing (as events are advertised)	Attendance by management, project officers and relevant Department of Commerce staff.
Publish article to promote Department of Commerce's RAP in agency monthly newsletter Department of Commerce News and via agency's intranet.	Office of the Director General: Project and Policy Officer	April – May 2008	Published article in Department of Commerce News and intranet updated.

Opportunities: DEPARTMENT OF COMMERCE recognises the valuable contribution which Indigenous Australians can make to our organisation and, equally, the valuable contribution which DEPARTMENT OF COMMERCE can make in providing diverse and rewarding career opportunities for Indigenous Australians.

**Focus Area:
Recruitment / Professional and Career Development / Mentoring**

Actions	Responsibility	Timeline	Measurable Target
Develop an <i>Indigenous Employment and Career Development Strategy</i> with focus on employment and development opportunities including training, mentoring and secondments for Indigenous staff.	Corporate Services: Director, Human Resources	30 June 2008	Strategy developed: Department of Commerce's workforce will comprise 1.5% of Indigenous Australians by 30 June 2008.
Department of Commerce's Indigenous Employment and Career Development Strategy developed.	Corporate Services: Director, Human Resources	30 November 08-30 June 09	Strategy implemented: Department of Commerce's workforce will comprise 3% of Indigenous Australians by 30 June 2009. This will be reviewed at Jun 2009.
Monitor and evaluate Indigenous employment data to ensure Department of Commerce meets specific employment targets and increases Indigenous employment within the agency.	Corporate Services: Director, Human Resources; Manager, Workforce Development; and Strategic HR Consultant, Equity and Diversity Committee	Annually	Indigenous employments targets have been met.

Actions	Responsibility	Timeline	Measurable Target
Two Indigenous Community Education Officers will continue at Department of Commerce. They are vital to implementing consumer education initiatives relevant to Indigenous consumers throughout Western Australia.	Consumer Protection: Director, Policy and Strategic Development	31 December 2008	Continued employment of the two Indigenous Community Officers.
Offer continuing employment to two Indigenous Business Trainees (due to complete their traineeship in 2008).	Corporate Services: Director, Human Resources	30 December 2008	Continued temporary employment of two Indigenous Business Trainees during 2008 with the aim to convert these positions to permanent & provide the trainees with a permanent position. 2009 placements will be dependant on Department of Commerce's <i>Indigenous Employment and Career Development Strategy</i> (due for development mid 2008).

Actions	Responsibility	Timeline	Measurable Target
Senior Compliance Officer will consult with Indigenous Communities to improve plumbing standards in regional and remote communities throughout Western Australia and assist Indigenous and remote area consumers.	Plumbers Licensing Board: Senior Compliance Officer (Indigenous Communities)	Ongoing	Continued appointment of Senior Compliance Officer (Indigenous Communities) to ensure improved plumbing standards who will: <ul style="list-style-type: none"> • Liaise with relevant agencies in order to establish locations of building works. • Identify whether plumbing works are carried out by licensed plumbing contractors. • Inspect the plumbing work to ensure compliance with plumbing standards and ensure that all work is certified accordingly.
Revise Induction Package employee information to include reference to Department of Commerce's RAP.	Corporate Services: Director, Human Resources	December 2008	Induction packages will be revised to educate new staff on Department of Commerce's reconciliation initiatives and Equity and Diversity plan.
Evaluate the safety awareness training pilot program which was conducted in the Kimberley first half of 2007. <i>Managing Occupational Safety and Health in Remote Communities</i> (the project) for future extension.	WorkSafe: Manager, Education and Information Services	January – December 2008	Evaluation of the trial program will be based on the report submitted to WorkSafe by the training providers; overall numbers of participants completing training and achieving a qualification and the level of engagement of the communities involved.

Actions	Responsibility	Timeline	Measurable Target
Lead the National Indigenous Consumer Strategy Implementation Reference Group - established to monitor the National Indigenous Consumer Strategy - implemented to improve service delivery to Indigenous consumers.	Consumer Protection: Director, Policy and Strategic Development	January–December 2008	Meeting of Reference Group held in March 2008 with at least two teleconferences to be conducted by December 2008.
Publish a mid-term report of the National Indigenous Consumer Strategy as a public accountability mechanism that identifies progress being made and offers best practice initiatives for other jurisdictions.	Consumer Protection: Director, Policy and Strategic Development	January–December 2008	Report published
Publish new Indigenous consumer information on <i>book-up</i> - a store credit arrangement where consumers (usually Indigenous) are allowed to buy goods and services and pay later.	Consumer Protection: Director, Policy and Strategic Development	30 June 2008	Publication of new Indigenous consumer information on <i>book-up</i> .
Implement the research document <i>Indigenous Consumers Count</i> through community education and policy initiatives.	Consumer Protection: Director, Policy and Strategic Development	31 December 2008	‘Getting a place’ publications are available from Consumer Protection’s Indigenous Consumers website by contacting the consumer advice line and in person at Consumer Protection. A discussion paper on ‘book-up’ was published in February 2008.

Tracking Progress and Reporting

Actions	Responsibility	Timeline	Measurable Target
Launch Department of Commerce's initial RAP at the Department of Commerce Leadership Team (DLT) forum to increase executive awareness.	Office of the Director General: Project and Policy Officer	3 April 2008	RAP launched and attended by Department of Commerce DLT members.
Publish article in monthly newsletter <i>Department of Commerce News</i> to increase staff awareness following Reconciliation Australia's approval.	Office of the Director General: Project and Policy Officer	April – May 2008	Published article in <i>Department of Commerce News</i> .
Publish RAP internally on Department of Commerce's intranet site. Publish externally on the Reconciliation Australia web site.	Office of the Director General: Project and Policy Officer	April – May 2008	Publication of RAP on both Department of Commerce's and Reconciliation Australia's web sites.
Report on the current RAP initiatives. RAP refreshed annually.	Office of the Director General: Project and Policy Officer	Annually – September 2009 (or as required by Reconciliation Australia)	Outcomes reported by Sept 2009 and provided to Reconciliation Australia. RAP refreshed and published on Department of Commerce and RA websites.
Review initiatives and expand consultation methods to update	Office of the Director General:	March 2009 onwards	Updated RAP finalised and presented to Department of Commerce's

Department of Commerce's RAP for 2009 and beyond.	Project and Policy Officer		Corporate Executive June 2009 and Reconciliation Australia.
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