



pearlconsulting

# Reflect Reconciliation Action Plan

Oct 2021 - Oct 2022



RECONCILIATION  
ACTION PLAN

REFLECT



We acknowledge the Traditional Custodians of the lands on which we work and pay respects to Elders, past and present and emerging. We work across different areas, including Gadigal, Yuggera and Turrbal Country and acknowledge the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.



Level 2 65-71 Belmore Road  
Randwick NSW 2031 Australia

[www.pearlconsult.com](http://www.pearlconsult.com)

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# MESSAGE FROM THE CEO of Reconciliation Australia

Reconciliation Australia welcomes Pearl Consulting to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Pearl Consulting joins a network of more than 1,100 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 over 2.3 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 Pearl Consulting 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 Pearl Consulting, 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



**"The Two Wandering Platypuses"**  
by Kathleen Wightman, 2021  
*Kamilaroi/Barkindji people*

Acrylic on canvas 56 x 71 cm.

This is a story of two platypuses travelling together. At the place where the river splits they decide to go their separate ways. One travels up through the Darling River and the other travels down through the Murray River.

## THE TORCH

Since 2011 The Torch has been providing art, cultural and arts industry support to Indigenous offenders and ex-offenders in Victoria through its Indigenous Arts in Prisons and Community program.

The program supports the development of self-esteem, confidence and resilience, through cultural strengthening and artistic expression. The Torch assists artists to reconnect with culture, earn income from art sales (with 100% of the sale price going directly to the artist), foster new networks and to pursue educational and creative industry avenues upon their release.



## RAP DESIGNER

Amy Allerton is the owner and founder of Indigico Creative and an Aboriginal digital artist and graphic designer. Descended from the Gumbaynggirr and Bundjalung nations, she was born and raised on Gamilaroi country in Tamworth NSW, where she is based with her husband and two children.

Amy has been providing graphic design services Australia-wide since 2014, collaborating with businesses and partnering with communities to creatively communicate the stories that bring us together. Amy is driven by her personal and professional vision that every story is given value and a voice, to revitalise communities, reconnect to culture and restore identities to build a stronger future.







## MESSAGE FROM OUR CEO

On behalf of the Pearl Consulting Group, I am excited to present our first Reconciliation Action Plan (RAP).

As a social impact consultancy, diversity and social justice are central to our mission of working with organisations to make people's lives better. These focus areas are a part of who we are, what we do and how we participate in our local communities. Developing a formal RAP was a natural next step for us, despite our small size.

Working on the RAP was a great opportunity to think about and openly discuss what we can do to contribute to this conversation and to effect change, considering how we might bring Aboriginal and Torres Strait Islander people more frequently into the consciousness of our day-to-day work.

As a new Australian, I am fascinated by Australia's history and committed to contributing to my adoptive country's cohesion and growth. Our Reflect RAP is the first step towards building the cultural competency of our team, providing us with a framework and structure through which we can embed awareness and knowledge, leading to action.

This is a small first step, but we are excited by the commitments we have made, and the journey that lies ahead.



**Gillian Pearl**  
Chief Executive Officer

## OUR BUSINESS

Pearl Consulting works with organisations to make peoples' lives better. We are a purpose-driven, boutique consultancy firm focused on creating positive social impact. Our consultants assist corporate, non-profit businesses and government partners with strategic planning, social impact programs and government engagement. The business is led by founder Gillian Pearl who is based in Sydney, Diana Soedardi Betts based in Brisbane and Andy Schmidt based in Luxembourg and has a team of over 30 consultants around the world, with a focus on the Asia Pacific, Latin American, European, and Sub-Saharan Africa regions.

Pearl Consulting assists business with developing social impact program strategies with clearly defined objectives. Our work in this area encompasses: competitive analysis, partner landscape assessments, stakeholder engagement, programmatic design, implementation and management as well as impact monitoring and reporting. We design social impact programs that connect with the communities and issues that matter most. Our approach focuses on outcomes, assessing community needs and developing effective programs and partnerships. Pearl Consulting helps organisations build public sector partnership to harness the power of social impact programs.

Pearl Consulting's team in Australia consists of four permanent employees who work remotely out of Sydney and Brisbane and a team of consultants that come on board for specific projects at a time. At any one time, Pearl Consulting employs about six people in Australia. Currently, one of our project consultants identifies as an Aboriginal person.



**United by  
a belief that  
what we do  
makes a difference**



## OUR RAP

We are developing a RAP because we believe reconciliation with Australia's First Peoples is everyone's business. We also feel that the framework developed by Reconciliation Australia and the spirit of what all RAPs aim to achieve and engender is completely aligned to who we are as a company, and the values we have. We believe no company is too small to have an impact, so even though our employee presence in Australia is small, we believe we can make a difference in the way we operate the business. We believe the only way to a reconciled Australia is through concrete commitments based on the five dimensions set out by Reconciliation Australia, and that by taking accountability for our part in this journey we will be better suited to serving not only our clients but the broader community as a whole. Our inaugural Reflect RAP will pave the way for us to develop meaningful relationships with Aboriginal and Torres Strait Islander peoples, further our cultural awareness as a team and deepen our understanding of the Country that we live and work on.

We intend to approach implementation of our RAP openly and transparently, with continual meetings of our RAP working group throughout the year to keep track of progress and to identify which areas need attention, and our CEO, Gillian Pearl, will serve as our RAP Champion. In preparing the RAP, we have examined each of the mandatory actions and deliverables and discussed what we as a team may bring to them.

Our workplace reconciliation journey to date has involved consciously creating opportunities for Aboriginal and Torres Strait Islander University students through our relationship with CareerTrackers, supporting educational initiatives through Go Foundation and pro bono work for Sesame Workshop, as well as supporting Aboriginal and Torres Strait Islander businesses with digital skills education.

## OUR PARTNERSHIPS & CURRENT ACTIVITIES

Pearl Consulting has engaged with reconciliation in numerous ways over the past few years; through an internship with CareerTrackers, within client projects with Sesame Workshop and Facebook and through direct funding support with the GO Foundation.

CareerTrackers is an Australian non-profit that aims to create a support system for Indigenous young adults to attend and graduate from university with high marks and industry experience.

During the summer of 2020 Pearl Consulting took on Kheeley as our first CareerTrackers intern. Kheeley is a proud Gubbi Gubbi and Kalali woman from South East Queensland. She is currently in her final year of study for a Bachelor of International Relations at the University of the Sunshine Coast. Having joined the Pearl Consulting team last summer she was able to gain an insight into working internationally. The experience helped provide her with a clear sense around her career aspirations as well as providing practical industry experience.

In 2020, Pearl Consulting conducted a pro-bono research project for Sesame Workshop – the philanthropic arm of Sesame Street. Sesame Workshop sought avenues into producing content targeted towards young Aboriginal and Torres Strait Islander children. The project involved extensive research on the state of early childhood education in Australia for Aboriginal and Torres Strait Islander children, which organisations may assist in funding Sesame's cause and looking into organisations already creating content exploring this field of interest. The research was a success and we hope to work with Sesame Workshop further on developing this idea into a reality.

From 2019 – 2021, Pearl Consulting worked with Facebook to implement 'Community Boost', an in-person and then live, online digital skills training program for small businesses. Within this program, there was a special focus on supporting Aboriginal and Torres Strait Islander businesses, where Pearl Consulting worked with Facebook to create the "Facebook Community Trainer Network", recruiting and training a network of community trainers, including Leesa Watego, creator of "Deadly Bloggers". Leesa has been working in the space of advocating for the voices of Aboriginal and Torres Strait Islander peoples online for over a decade. 'Community Boost' has been delivered to communities across Australia and New Zealand, in over 50 towns and cities and trained over 28,000 small businesses over three years.

Pearl Consulting is also a proud supporter of the Go Foundation, founded by Adam Goodes and Michael O'Loughlin, who provide scholarships to Indigenous students from Kindergarten to University level all around Australia.





# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>1. 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.	October 2021	CEO
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October 2021	CEO
<b>2. Build relationships through celebrating National Reconciliation Week (NRW)</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Global Business Manager + Social Media Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	Consulting Associate
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Consulting Associate
<b>3. Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff.	October 2021	Global Business Manager + Social Media Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2021	Junior Associate
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2021	Junior Associate
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Research best practice and policies in areas of race relations and anti-discrimination.	December 2021	Junior Associate
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	Global Business Manager



# RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2021	Junior Associate
	Conduct a review of cultural learning needs within our organisation.	February 2022	Business Manager APAC
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	February 2022	Junior Associate
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	February 2022	Junior Associate
	Signify respect to Aboriginal and Torres Strait Islander peoples by providing an Acknowledgement of Country at all major in-person or formal (online) gatherings.	October 2021	Global Business Manager + Junior Associate
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	Consulting Associate + Social Media Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	Consulting Associate
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	Consulting Associate





# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>8. 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.	January 2022	Junior Associate
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2021	Global Business Manager
<b>9. 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.	November 2021	Global Business Manager
	Investigate Supply Nation membership.	November 2021	Global Business Manager
<b>10. Support education outcomes for Aboriginal and Torres Strait Islander university students</b>	Investigate continuing internship opportunities for Aboriginal and Torres Strait Islander people through Career Trackers.	October 2021	Global Business Manager



# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>11. Establish and maintain an effective RAP Working Group (WG) to drive governance of the RAP.</b>	Form a RWG to govern RAP implementation.	October 2021	Global Business Manager
	Draft a Terms of Reference for the RWG.	October 2021	Global Business Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	November 2021	Junior Associate
<b>12. Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	October 2021	CEO
	Engage senior leaders in the delivery of RAP commitments.	October 2021	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	December 2021	Global Business Manager
<b>13. 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.	30 September 2022	Global Business Manager
<b>14. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2022	Global Business Manager





For public enquiries about our RAP,  
contact:

**Linda Tauvel**  
*Global Business Manager*

**Email:** [linda@pearlconsult.com](mailto:linda@pearlconsult.com)

**Phone:** +61 2 8378 9151