



RECONCILIATION ACTION PLAN

Customs recognises the many benefits of recruiting and retaining Indigenous Australians. Through our Reconciliation Action Plan we seek to provide:

- appropriate pathways to employment for Aboriginal and Torres Strait Islander Australians; and
- a culturally inclusive work environment that recognises and supports an employee's Indigenous identity and values their contribution to Customs outcomes.

Progress in implementing this plan will be reported to the Customs Chief Executive Officer and be reported in the Customs Annual Report.



| ACTION | RESPONSIBILITY | TIMELINE | PERFORMANCE INDICATOR | |
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| 1. Attracting Indigenous Australians Objective: To promote Customs as a desirable employment choice for Indigenous Australians. | | | | |
| 1.1 | Customs will undertake targeted advertising practices, utilising mediums such as newspaper, radio, television and Indigenous centres | Director/Manager P&P in each Region | Ongoing – linked to the timing of bulk recruitment processes in each region | Increase in number of Indigenous applicants |
| 1.2 | Customs will identify and participate in local job markets, staffing booths with voluntary Customs Indigenous employees and HR representatives | Director/Manager P&P in each Region | Ongoing – linked to the timing of appropriate events | Increase in the number of career fairs and job markets Customs is involved in annually |
| 1.3 | Customs will seek to identify and develop new relationships with organisations to create mutually benefiting partnerships | <ul style="list-style-type: none"> • Director/Manager P&P in each Region • Regional Directors | Ongoing | Increase in number of relationships with external organisations per annum |
| 2. Employing Indigenous Australians Objective: To increase the number of Indigenous Australians working in Customs | | | | |
| 2.1 | Customs will continue to offer and evaluate targeted recruitment programs: <ul style="list-style-type: none"> (i) APSC Entry-Level Indigenous Traineeship; (ii) NICP Cadetship; (iii) APS Indigenous Graduate Program; (iv) National Marine Unit Program/Community Liaison Officers. (v) Torres Strait Customs Officers | <ul style="list-style-type: none"> (i) NHRM: National Diversity Coordinator (ii) NHRD: National NICP Coordinator (iii) NHRD: National Graduate Coordinator (iv) NMU: Crew Operations Manager (v) Director Regional Queensland | Ongoing – most programs are offered on an annual basis | Increase in number of Indigenous staff employed in each program |
| 2.2 | Customs will assess the feasibility of participating in high school-to-employment programs | NHRM: National Diversity Coordinator | December 2007 | Recommendations accepted and implemented |

Table continued overleaf...



3. Retaining Indigenous Employees Objective: To retain Indigenous employees by assisting their development and career progression and supporting them in the workplace.

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| 3.1 | Customs to develop APS Indigenous Capability Fund proposals | NHRM: National Diversity Coordinator | Each financial year – according to APSC timeframes | <ul style="list-style-type: none"> Proposals accepted and funds allocated and spent Positive evaluation of strategies funded |
| 3.2 | Customs will identify and promote various learning and development activities and provide funding support for attendance. For example, the Indigenous Mobility Scholarship | NHRM: National Diversity Coordinator | Ongoing | <ul style="list-style-type: none"> Annual analysis of Indigenous employee feedback survey data Positive participant feedback on each activity |
| 3.3 | Customs will establish an Indigenous employee-mentoring program | NHRM: National Diversity Coordinator | June 2007 | <ul style="list-style-type: none"> Program operating effectively Positive employee evaluation |
| 3.4 | Customs will develop a supportive work environment through the following methods: (i) Increase Indigenous Equity Contact Officers (ii) Appoint an Indigenous Support Officer (iii) Support and coordinate an Indigenous Employee Network (iv) Support and promote significant Indigenous cultural events within regions | (i) NHRM: National Diversity Coordinator (ii) NHRM: National Diversity Coordinator (iii) NHRM: National Diversity Coordinator (iv) Regional Workplace Diversity Coordinators | (i) December 2007 (ii) December 2007 (iii) July 2007 (iv) Ongoing – each year | (i) Increase in number of Indigenous Equity Contact Officers (ii) Position established and filled (iii) Network established and operating (iv) Events promoted and attendance supported |

4. Monitoring Systems Objective: To monitor the success of our strategies to recruit and retain Indigenous Australians.

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| 4.1 | Customs will use workforce planning software tools to compile data on Indigenous workforce trends and analyse data to identify 'hot spots' and formulate necessary strategies to address issues | NHRM: National Diversity Coordinator | Quarterly | Report prepared and recommendations accepted and implemented |
| 4.2 | Customs will conduct a survey of Indigenous employees and develop a report to provide feedback to stakeholders on Customs Indigenous Employment Strategy | NHRM: National Diversity Coordinator | Each financial year | Report prepared and recommendations accepted and implemented |
| 4.3 | Customs will review and enhance this Reconciliation Action Plan | NHRM: National Diversity Coordinator | Each financial year | Plan updated and registered by Reconciliation Australia |

We would like to acknowledge Customs employee Joanne Caines for the artwork used in this plan. Joanne is a Wadi Wadi woman from Southern Tharawal (Dharawal) land on the south coast of NSW.

The end.