



*we know the way*

# REFLECT Reconciliation Action Plan

May 2024 – November 2025

**fleet***care*



## Acknowledgement

Fleetcare acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.

## About the Artist

Iesha Wyatt is an emerging Yued Noongar artist working in both painting and digital mediums, with a background in fine art and graphic design.

With a love for recreating traditional techniques in modern technologies, she uses symbols to condense complex stories into powerful visual images.

Currently employed part time as a social media officer as well as a freelance artist, she is working towards building her portfolio and making a name for herself with the goal of eventually working on her art full time.

Artwork name: We know the way

### Description:

This artwork embodies Fleetcare's value proposition, 'we know the way'.

Its colour scheme directly reflects Fleetcare's corporate identity, while incorporating earth tones to signify a connection to the land and the essence of travel.

Intricate patterns at the base of the artwork communicate Fleetcare's core values and identity.

Just above, patterns are influenced by Fleetcare's personnel, symbolising their impact on customers' lives through service.

At the top, symbols of meetings and travel represent the customers, reinforcing the idea of Fleetcare guiding them on their journey, which ties back to the value proposition, 'we know the way'.

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## A message from Reconciliation Australia

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



Fleetcare joins a network of more than 2,500 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. The 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 Fleetcare 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 Fleetcare, 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

## A message from the Chief Executive Officer

**I firmly believe in our responsibility to actively contribute to reconciliation efforts with Aboriginal and Torres Strait Islander peoples and non-Indigenous people.**



That's why, as a diverse employer in race, ethnicity and gender, Fleetcare has developed a Reconciliation Action Plan (RAP) that aims to honour and celebrate the invaluable contributions of Aboriginal and Torres Strait Islander peoples to our land and society.

By recognising and appreciating the significant role of Aboriginal and Torres Strait Islander peoples in shaping our nation's history, culture, and future, we strive to foster meaningful relationships with First Nation's peoples' communities and organisations.

Our commitment to reconciliation and diversity extends to our valued Fleetcareans, who come from various races, ethnicities, and gender backgrounds. Through the implementation of our RAP, we seek to promote cultural understanding and awareness within our diverse workplace, encouraging an inclusive environment that values the perspectives and experiences of all employees.

The RAP will serve as a guide for us to actively support Aboriginal and Torres Strait Islander peoples and embrace the richness of diversity within Fleetcare. Our actions will contribute positively to the well-being and development of all Fleetcare employees. It is through such collective efforts that we can truly embody our commitment to creating a better future for all Australians, fostering an environment of unity, respect, and appreciation within Fleetcare and the broader community.

Together, we can make a significant and lasting impact that honours the richness of our nation's cultures and strengthens the fabric of our society.

**Nigel Malcolm**  
Chief Executive Officer  
Fleetcare

# Our Business

## Fleetcare provides comprehensive fleet management and leasing solutions for both public and private sector organisations.

Our organisation is comprised of a dedicated team of 100 individuals. Each member plays a crucial role in contributing to our collective goals and driving the success of our projects. With diverse skills, talents, and expertise, our employees collaborate to create a vibrant and dynamic work environment.

Currently, our workforce does not yet include any Aboriginal and Torres Strait Islander staff members. Recognising the importance of diversity and inclusivity, we are actively committed to fostering an environment that embraces individuals from all backgrounds.

We understand the significance of representing the cultural richness and perspectives of the Aboriginal and Torres Strait Islander communities within our team. Efforts are underway to promote a more inclusive recruitment process and to engage with the Aboriginal and Torres Strait Islander talent pool.

Operating on a national scale, our business spans across regions and reaches customers throughout the entire country. With a presence that extends from coast to coast, we are dedicated to serving the diverse needs of communities across the nation.

### Operating nationwide, we have offices located in:

- Perth, Western Australia
- Sydney, New South Wales
- Brisbane, Queensland
- Adelaide, South Australia
- Melbourne, Victoria
- Hobart, Tasmania

# Our RAP

## Fleetcare is committed to strengthening relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples.

Fleetcare has developed a Reconciliation Action Plan (RAP) to actively contribute to reconciliation efforts, fostering diversity, inclusion, and cultural understanding within our workplace while demonstrating a commitment to addressing historical injustices and promoting a more inclusive society.

Fleetcare has established a Reconciliation Action Plan Working Group (RWG) to oversee governance and implementation of our RAP.

The Group will be led by Rumbie Muparutsa – Governance and Process Officer who will be responsible for driving and championing internal engagement and awareness of the RAP with the full support of the RAP working group.

### Our RAP Working Group members:

- **Lisa Brown**  
Operations Manager (Chairperson)
- **Yolande McLean**  
Compliance and Process Manager (Champion)
- **Lania Mason**  
Marketing Operations Lead
- **Elaine Gunstone**  
Manager, People, Performance and Culture
- **Michael Zinn**  
IT Operations Manager
- **Rumbie Muparutsa**  
Governance and Process Officer

### The Fleetcare RAP Working Group will:

- Lead and supervise the formulation and execution of key actions outlined in the RAP.
- Collaborate with internal and external stakeholders to achieve significant and successful outcomes aligned with the vision.
- Report on the status of the RAP to the executive team.

Fleetcare's Reflect RAP will empower our employees to engage in reconciliation meaningfully, preparing and supporting our people in their cultural learning journey.

Our reconciliation vision aims to support and educate our employees. Recognising, understanding, and acknowledging our history, forms the cornerstone of our mission to learn from the past and ensure progress towards equality for Aboriginal and Torres Strait Islander peoples.

It is with courage, respect, and a commitment to listen and learn, we will better partner with our stakeholders, customers, suppliers, and the communities in which we engage in.

In alignment with our diversity and inclusivity policies, we are dedicated to providing sustainable employment and economic opportunities for Aboriginal and Torres Strait Islander peoples to develop, contribute and flourish in an ever-evolving society.

To implement our RAP, Fleetcare intends to engage with Aboriginal and Torres Strait Islander stakeholders, develop a plan with clear initiatives, implement actions such as cultural training and community partnerships, monitor progress and communicate results transparently.



# Relationships

Fleetcare understands the importance of building strong relationships founded on respect and trust to achieve reconciliation.

Through Fleetcare's RAP, we will actively work to ensure that programs and policies that affect the lives of Aboriginal and Torres Strait Islander peoples are developed and implemented in partnership, leading to better outcomes.

Action	Deliverable	Timeline	Responsibility
<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.	October 2024	Marketing Operations Lead
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2024	Marketing Operations Lead
<b>Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Governance and Process Officer
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2024	Operations Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2024	Operations Manager
<b>Promote reconciliation through our sphere of influence.</b>	Communicate our commitment to reconciliation to all staff.	May 2024	CEO
	Communicate our commitment to reconciliation publicly	May 2024	Marketing Operations Lead
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	December 2024	Marketing Operations Lead
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	January 2025	Marketing Operations Lead
	Research best practice and policies in areas of race relations and anti-discrimination.	January 2025	Manager People, Performance and Culture
<b>Promote positive race relations through anti-discrimination strategies.</b>	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	January 2025	Manager People, Performance and Culture

# Respect

Fleetcare is dedicated to honouring, recognising, and having pride in Aboriginal and Torres Strait Islander cultures and heritage.

We firmly believe that we can foster a shared national identity by understanding the injustices of the past and ensuring that these injustices are never repeated.

Action	Deliverable	Timeline	Responsibility
<b>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.	September 2024	Manager People, Performance and Culture
	Conduct a review of cultural learning needs within our organisation.	October 2024	Manager People, Performance and Culture
<b>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.	June 2024	Manager People, Performance and Culture
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2024	Manager People, Performance and Culture
<b>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 2024	Operations Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Operations Manager
	RAP Working Group to participate in an external NAIDOC Week event.	July 2024	Operations Manager



# Opportunities

Fleetcare is dedicated to offering genuine and significant employment pathways for Aboriginal and Torres Strait Islander individuals across all levels of the organisation.

Through Fleetcare's Reconciliation Action Plan, we will facilitate the exploration of opportunities for Aboriginal and Torres Strait Islander staff, communities, and organisations, ensuring Fleetcare's inclusivity and cultural appropriateness.

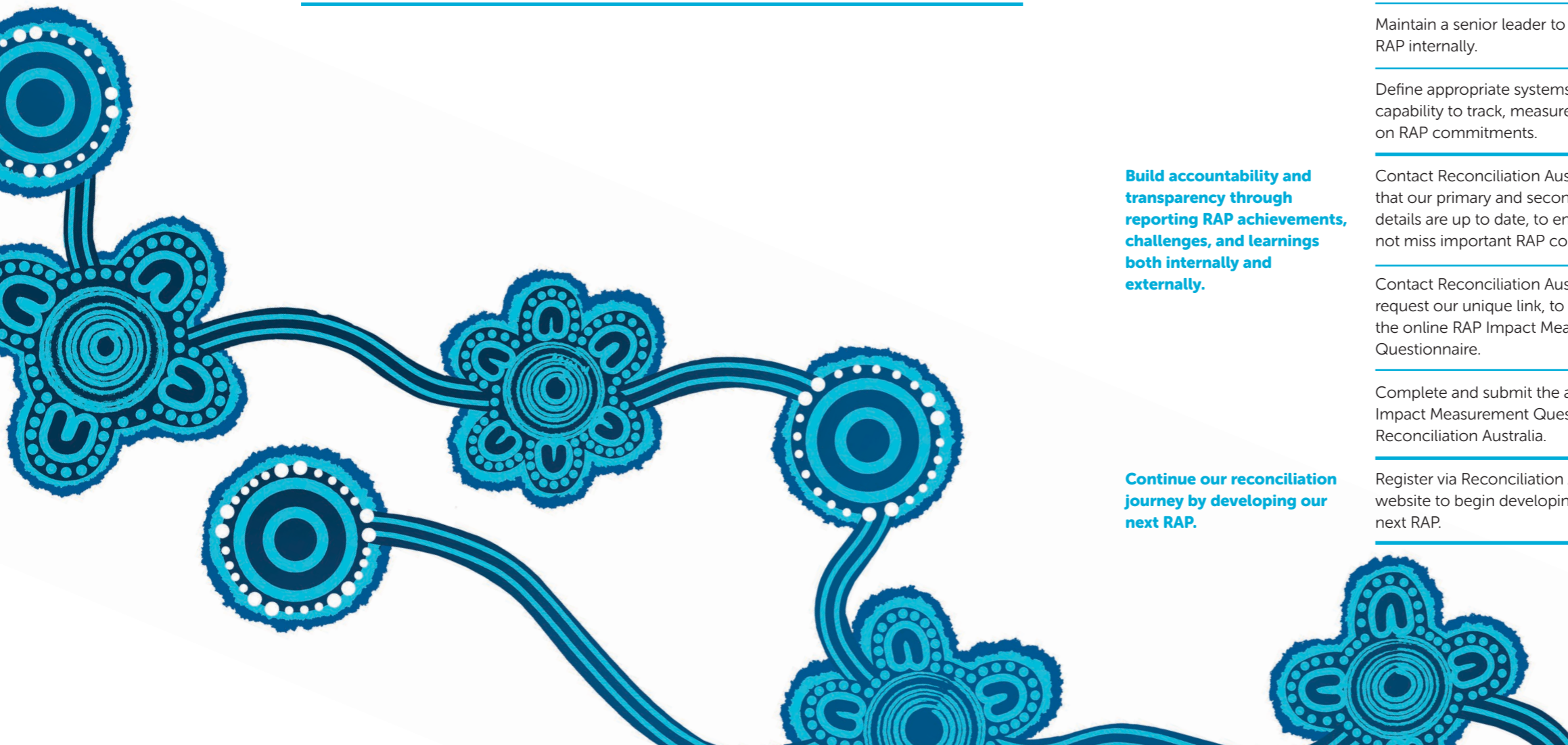
Action	Deliverable	Timeline	Responsibility
<b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2024	Manager People, Performance and Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2025	Manager People, Performance and Culture
<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.	February 2025	Head of Operations
	Investigated Supply Nation membership.	March 2025	Head of Operations

# Governance & Reporting

Fleetcare is dedicated to the advancement of our Reconciliation Action Plan ensuring an ongoing commitment to fostering relationships, respect, and opportunities.

We understand the importance of continuous learning and will use these findings to support, shape and build future RAPs.

Action	Deliverable	Timeline	Responsibility
<b>Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Establish a RWG to govern RAP implementation.	May 2024	Governance and Process Officer
	Draft a Terms of Reference for the RWG.	May 2024	Governance and Process Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	October 2024	Governance and Process Officer
	Define resource needs for RAP implementation.	May 2024	Governance and Process Officer
	Engage senior leaders in the delivery of RAP commitments.	May 2024	Governance and Process Officer
	Maintain a senior leader to champion our RAP internally.	November 2024	Governance and Process Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2024	Governance and Process Officer
<b>Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.</b>	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss important RAP correspondence.	June 2025	Governance and Process Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August 2025	Governance and Process Officer
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2025	Governance and Process Officer
<b>Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2025	Governance and Process Officer





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**Rumbie Muparutsa**

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