



Reconciliation Action Plan

Progress Report

2024 | RAP Working Group

EMPLOYMENT | HEALTH | LEARNING

max.
Every person. Every chance.

Introduction

In keeping with MAX's commitment to reconciliation and respect, we acknowledge the Traditional Owners of the land and recognise that this land has always been under their custodianship. We pay our respects to your Elders and your emerging community leaders.

Over the past 12 months we saw the conclusion of our second Reconciliation Action Plan (RAP) and the commencement of our third Innovate RAP which was launched in June 2024 during National Reconciliation Week.

Our third RAP (2024 – 2026) continues to focus on building our Indigenous Cultural Capability through a series of programs developed by our Indigenous Advisory Committee. These programs ensure that all MAX staff are supported to build their understanding of Indigenous cultures and practices and understand the continuing impact of policies that have negatively impacted Indigenous people.

Central to reconciliation at MAX is having a strong Indigenous voice from our Indigenous staff that is central to our decision making. From the commencement of our Indigenous Advisory Committee in 2019, our Chair, Mr Sean Gordon AM, has been working with Indigenous leaders from across our business to build their capability to lead the IAC and effectively engage and represent the views of Indigenous staff. In September this year, Sean handed over the leadership of the IAC to Mr Eddie Mills.

Eddie is a proud Wagedagam man from Mabuiag Island in the Torres Strait. With his experience in supporting Indigenous staff across MAX, as a leader of the IAC and at the RAP Working Group, and in delivering Indigenous employment and training programs, we are proud of the work that Eddie has done to step up into the IAC Chair's role and we thank Sean for his leadership and support.



MAX staff attend an Indigenous art display during National Reconciliation Week 2024

Progress Update

We have progressed in many areas over the past 12 months including:

- Development of end-to-end support for our Indigenous staff that ensures all new staff are welcomed by an IAC leader, have the opportunity to participate in regular meetings of the IAC subgroups, and access additional peer support
- All MAX staff undertook a new Indigenous Cultural Capability Program on Sorry Business as part of our Cultural Learning Strategy that builds on our Foundational Cultural Capability program
- All staff participated in Effects of Racism training
- Hosted a company-wide forum with prominent members of the Referendum Working Group, on the importance of the Constitutional Recognition of Indigenous Australians
- Continued our membership of Supply Nation
- Purchased services from 22 Indigenous organisations
- Continued to focus on lifting Indigenous staffing to our target of 5%
- Continuing our Indigenous Health Yarning Groups for Indigenous customers in Murgon
- Ensuring a Welcome to Country or Acknowledgement at the commencement of significant events
- Participating in the Reconciliation Australia RAP Impact Measurement questionnaire
- MAX teams and RAP Working Group members participated in NAIDOC and Reconciliation Week activities.

Successful Purchasing Partnership with MAX Solutions and Ethan Group



MAX has worked closely with Ethan Group since early 2021. Ethan Indigenous is a Certified Indigenous business under the Supply Nation program.



Ethan assists with procuring IT assets from our preferred suppliers, such as Dell. They attain competitive pricing from suppliers which is more cost-effective than purchasing directly, and liaise with suppliers and distributors, saving MAX teams valuable time. Ethan are prompt, friendly and easy to work with.



A percentage of our purchase is invested in a range of social impact programs including improving the digital literacy capability of Aboriginal and Torres Strait Islander individuals and communities. Ethan's end goal of this initiative is to increase the numbers of Aboriginal and Torres Strait Islander youth involved in the IT industry in a diverse range of professional roles.

Responsible

Supportive

Future facing

Ethan Indigenous

Over the past 12 months, we have purchased more than 700 individual assets and accessories from Ethan Group, including laptops, desktops, Chromebooks, charging trolleys, and power supplies. Through every cost-comparison, Ethan remains the most cost-effective whilst delivery a personalised service.