



Qantas reconciliation action plan

Bringing Indigenous culture on board

Our vision for reconciliation

Qantas is committed to reconciliation between Aboriginal and Torres Strait Islander peoples and other Australians. We endorse the vision of a nation which values Aboriginal and Torres Strait Islander heritage, cultures and peoples and recognises their unique position as the original custodians of Australia.

With our reach across Australia and internationally, Qantas has a responsibility to ensure our business reflects the values of inclusion and diversity. Over the next few years, Qantas is undertaking a range of programs and initiatives to support Indigenous Australia through our Reconciliation Action Plan.

The launch of the Qantas Reconciliation Action Plan In November 2007 was a positive step forward towards that commitment and in fostering reconciliation in the broader Australian community.

As the world's second oldest airline, we are proud to support the world's oldest living culture through the Qantas Reconciliation Action Plan.

Our business

Qantas is Australia's largest airline and a national icon. We are recognised as one of the world's leading long distance airlines having pioneered services from Australia to North America and Europe.

The Qantas Group (including Jetstar) employs approximately 34,000 people and offers services across a network of 140 destinations in 37 countries.

Our core business is the transportation of passengers. However the Qantas Group also operates a diverse portfolio of airline-related businesses. These include airports, catering, engineering, freight, Qantas Holidays and corporate support.

Our reconciliation action plan

The 2009 Reconciliation Action Plan continues Qantas' work in supporting Aboriginal and Torres Strait Islander communities and outlines Qantas' focus for the next 2 years.

Our updated RAP reflects the key elements of our 2008 RAP and builds on areas where our experience can add value to the services and opportunities Qantas can share and provide to Aboriginal and Torres Strait Islander communities.

Employment initiatives, strategic partnerships and promoting respect for Indigenous cultures remain our priorities.



Respect

We aim to develop ways for our diverse workforce to gain knowledge of and respect for Australia's Indigenous cultures. As an airline we are uniquely positioned to be able to bring Indigenous culture to the Australian and international travelling public more broadly.

Action	Responsibility	Timeline	Target
<p>"Welcome to Country" and "Acknowledgement of Country" protocols developed and in use where appropriate:</p> <ul style="list-style-type: none"> On international flights arriving into Australia during NAIDOC Week and Reconciliation Weeks and at key Qantas events 	Customer Service Qantas Airlines	January 2009 – December 2010	Announcements on all International flights during Naidoc and Reconciliation Week
Access to cultural awareness workshops for Qantas staff as necessary	All Qantas Business Segments	Ongoing, reported on annually at June 30	Hold 6 workshops annually
<p>Promote and celebrate Aboriginal and Torres Strait Islander cultures within Qantas and with our customers through:</p> <ul style="list-style-type: none"> Marking key events on the Indigenous calendar e.g. NAIDOC Week and National Reconciliation Week The Indigenous intranet portal on the Qantas intranet featuring staff profiles and Indigenous protocols information 	All Qantas Business Segments Qantas Indigenous Programs	January 2009 – December 2010	Hold 3 internal events annually Updates of Indigenous content on intranet quarterly
Showcase Indigenous culture on in-flight entertainment, The Australian Way magazine and other Qantas publications or initiatives	Corporate Communications Inflight Entertainment	January 2009 – December 2010	Indigenous content referenced in channels quarterly
<p>Develop partnerships to provide opportunities for Qantas staff to experience and learn more about Aboriginal and Torres Strait Islander culture</p> <ul style="list-style-type: none"> Staff participation in visits to remote communities to foster two way learning Opportunities for staff to volunteer with Indigenous organisations for skills transfer and develop greater cultural competency 	Qantas Indigenous Programs	April 2009 - December 2010	Opportunity to participate in cultural immersion activity 4 times per annum
Annual Indigenous Programs Champions Award to acknowledge both Indigenous and non-Indigenous staff who have contributed to Indigenous initiatives at Qantas	Qantas Indigenous Programs	Ongoing, reported on annually at June 30	Recognition of 10 Champions annually



Relationships

Qantas is committed to building relationships for change between Indigenous and non-Indigenous Australians. This brings with it a responsibility to ensure that our business reflects the values of diversity and inclusion and to ensure equality of access to its products and services.

Action	Responsibility	Timeline	Target
Develop a procurement strategy which incorporates Indigenous suppliers relevant to Qantas business segments	Strategic Procurement	July 2009 – December 2010	Qantas is a member of the Australian Indigenous Minority Supplier Council
Promote Indigenous tourism, art and people through Qantas channels such as the Australian Way magazine, Inflight Entertainment and other onboard products	Corporate Communications Inflight Entertainment	Ongoing, reported on annually at June 30	Indigenous content referenced in channels quarterly
Support initiatives which bring Aboriginal and Torres Strait Islander cultures to Qantas and reach into the broader Australian community in the fields of Indigenous art, sport and performance, including: <ul style="list-style-type: none"> • The AFL's Indigenous Programs • The Qantas Young and Emerging Indigenous Visual Arts Award • Yiribana at the Art Gallery of New South Wales • Bangarra Dance Theatre 	Arts & Community and Sporting Sponsorships Qantas Indigenous Programs	January 2009 – December 2010	Maintain current level of 4 major sponsorships across Qantas Group
Support for tertiary education for Aboriginal and/or Torres Strait Islander students: <ul style="list-style-type: none"> • The Qantas Australian School of Business Scholarship at the University of NSW • Airfare assistance for postgraduate Indigenous students for study at an international university • Airfare assistance for Indigenous people to undertake short training courses in the field of Indigenous health 	Arts & Community Sponsorships Qantas Indigenous Programs	From December 2009	Maintain current level of major sponsorships across Qantas Group
Support Indigenous enterprise through strategic partnerships, for example, tourism	All Qantas Business Segments	July 2009 – December 2010	Establish a key partnership per annum



Opportunities

Qantas promotes employment opportunities to Indigenous Australians. We aim to ensure that our Indigenous workforce is supported, engaged and provided with improved opportunities for career and skills development. We also recognise the importance of educational programs in helping young Indigenous Australians to prepare for the workforce.

Action	Responsibility	Timeline	Target
Provide employment opportunities for Indigenous Australians at Qantas. This will include: <ul style="list-style-type: none"> • Employment into mainstream roles across a range of business segments • Support for Indigenous university students through cadetships • Support for Indigenous school students through school-based traineeships 	All Qantas Business Segments, monitored by Qantas Indigenous Programs	January 2009 – December 2011	300 Indigenous employees by June 2010 450 Indigenous employees by December 2011
Engagement and retention of current Indigenous staff and support for new starters through: <ul style="list-style-type: none"> • Quarterly Indigenous staff newsletter • Buddy Program for new Indigenous staff 	Qantas Indigenous Programs	Ongoing, reported on annually at June 30	Publish newsletter quarterly 100% of Indigenous new starters offered a Buddy
Quarterly Indigenous staff forums <ul style="list-style-type: none"> • Staff network to provide feedback on Reconciliation Action Plan activities and Indigenous initiatives at Qantas 	Qantas Indigenous Programs Indigenous Staff	Ongoing, reported on annually at June 30	Hold Forums quarterly
Establish and build an Indigenous employee network to ensure our staff remain connected and informed	Qantas Indigenous Programs Indigenous Staff	Ongoing, reported on annually at June 30	Engage the network quarterly through forums, newsletters and other means
Participate in community and recruitment fairs and events to provide information about the Qantas RAP and employment opportunities at Qantas	Qantas Indigenous Programs	Ongoing, reported on annually at June 30	Attend 2 fairs annually

Tracking and reporting

Action	Responsibility	Timeline	Target
RAP to be made available to all Qantas staff and to the public on the Qantas and the Reconciliation Australia websites	Qantas Indigenous Programs and Reconciliation Australia RAP Team	June 2009	RAP available on Reconciliation Australia and Qantas websites
RAP to be reported on annually. Report to be made available on the Qantas and Reconciliation Australia websites	Qantas Indigenous Programs and Reconciliation Australia RAP Team	June 2010	Report available on Reconciliation Australia and Qantas website
RAP to be refreshed annually. Refreshed RAP to be made available on the Qantas and Reconciliation Australia websites	Qantas Indigenous Programs and Reconciliation Australia RAP Team	June 2010	Refreshed RAP approved by RA and Qantas and uploaded on Reconciliation Australia and Qantas websites

Contact us now for more information

Qantas Indigenous Programs
QCA4, 203 Coward Street, Mascot NSW 2020

Phone: 1300 788 460

email: indigenousprograms@qantas.com.au

web: www.qantas.com.au

