

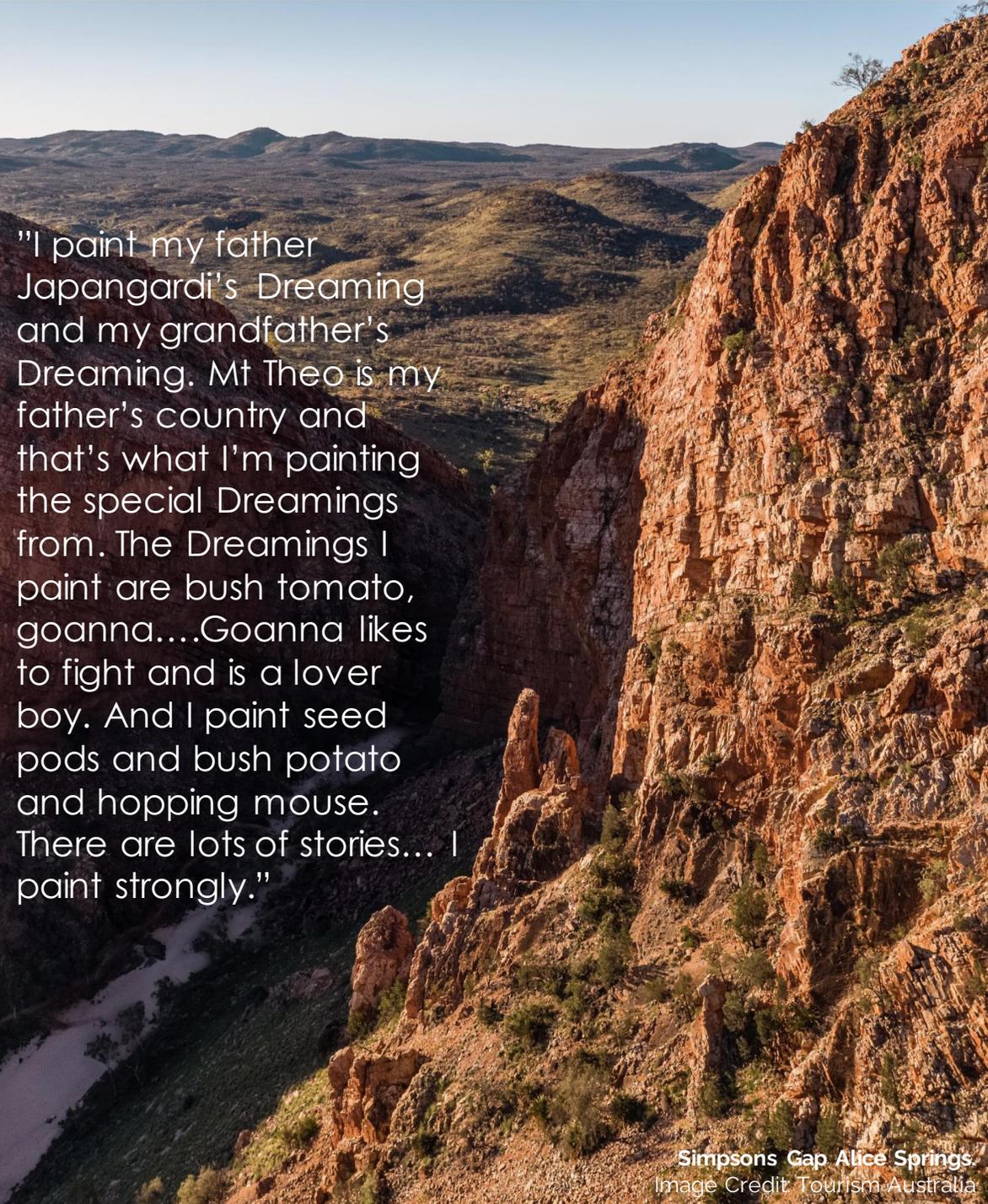
YHA AUSTRALIA LTD

# Reconciliation Action Plan 2022

## REFLECT



Cover Artwork © Liddy Napanangka Walker/Copyright Agency, 2021.



"I paint my father Japangardi's Dreaming and my grandfather's Dreaming. Mt Theo is my father's country and that's what I'm painting the special Dreamings from. The Dreamings I paint are bush tomato, goanna....Goanna likes to fight and is a lover boy. And I paint seed pods and bush potato and hopping mouse. There are lots of stories... I paint strongly."

Simpsons Gap Alice Springs  
Image Credit Tourism Australia

## Cover Artist Bio: Liddy Napanangka Walker

Liddy was born in 1925 at Mt Doreen, and spent her younger years living with her family in bush camps. She regularly visited her country around Mt Theo, west of Yuendumu. She lived in Yuendumu, a remote Aboriginal community located 290 kms north-west of Alice Springs, in the NT of Australia, since it was first established and worked in the community in various pastoral care roles including cooking for the sick or the elderly.

She started painting on canvas not long after Warlukurlangu Artists Aboriginal Corporation, an Aboriginal owned and governed art centre located in Yuendumu, was established in 1985 and Liddy become one of the most important members. Liddy painted her father's Jukurpa stories, Dreaming stories which relate directly to her land, its features and animals. These stories were passed down to her by her father and her grandfather and their parents before them for millennia.

*Provided by: Warlukurlangu Artists Aboriginal Corporation*

# This Document

YHA is committed to working towards reconciliation in Australia.

We seek to build relationships between our business, Aboriginal and Torres Strait Islander peoples, and all Australians, while also increasing opportunities for Aboriginal and Torres Strait Islander peoples and communities.

This document outlines what we are doing now and in the future to work towards our goals in this area.

Acknowledgement of Country and Traditional Owners

*YHA Acknowledges the Traditional Owners and custodians of the lands on which we work. We pay our respects to Elders both past and present.*



# Statement from Karen Mundine, CEO Reconciliation Australia

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

YHA 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 YHA 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 YHA, 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 YHA CEO, Paul McGrath

YHA is an 80 year old organisation with an international presence in the accommodation sector in Australia and highly regarded domestically and internationally. As an accommodation provider with numerous locations throughout Australia, YHA has a unique opportunity to effectively share and communicate to our guests and employees the importance of reconciliation to all Australians and the many international visitors that we accommodate every year throughout our network of properties.

Our workforce is committed to ensuring our guests have the best possible experience whilst visiting our properties and the opportunity to educate, instil greater cultural awareness and provide unique cultural experiences is part of what makes YHA so special. Ultimately YHA has the opportunity to encourage the prosperity of Aboriginal and Indigenous businesses to support the ongoing sustainment of their communities through our commitment to supporting their businesses, educating our guests and our team whilst being part of a reconciliation action plan journey.



Paul McGrath  
Chief Executive Officer  
YHA

# Our Business

Purpose	AN OPEN AND ACCOMMODATING WORLD WHERE HUMANITY FLOURISHES				
Mission	To create community in diverse spaces, by connecting the curious, inspiring personal growth and creating genuine local experiences, in a sustainable way.				
Values in Action	WORK TOGETHER	GIVE OUR BEST	PUT OUR GUESTS FIRST	HAVE FUN	THINK DIFFERENTLY
Social Impact	<b>ENVIRONMENTAL SUSTAINABILITY</b> Leader in Regenerative Tourism		<b>DIVERSITY, ACCEPTANCE &amp; EQUALITY</b> Making travel available for all		
Value Prop	Fun, affordable, safe, sustainable, quality accommodation, a place to go, a place to connect				
Positioning	YHA Always Exploring				

# Our Business

YHA Limited is a proud **for-purpose** organisation which has been encouraging connection and understanding through travel for over 80 years. Our mission is to create a community in diverse spaces, by connecting the curious, inspiring personal growth and creating genuine local experiences, in a sustainable way. YHA provides travellers of all ages with affordable, high-quality, short-stay accommodation suitable for backpackers, families, school groups, workers, explorers and adventurers of all kinds.

YHA is a longstanding brand synonymous with travel and discovery right across Australia and is part of the global Hostelling International (HI) movement – a network of over 3,000 youth hostels in 77 countries.

YHA currently employs 240 employees directly, most of whom are employed directly within YHA's owned and operated properties. YHA Australia is a membership organisation with over 400,000 members. At this time, there are 2 known Aboriginal and Torres Strait Islander employees employed by YHA.





Apollo Bay YHA  
Gadbanud Nation

YHA own and operate (either directly or via a managed service contract) 26 properties Australia-wide. Coupled with 34 properties who are partners with YHA via an associate agreement, we provide accommodation for guests to stay in 60 distinct locations, providing them the opportunity to understand (though experience), Australia in its entirety - from the Bundjalung nation on the East Coast, to the Nyoongar nation in the west; from Nipaluna in the south, up to Larrakia in the North.

Internationally, we are a proud and long-standing member of Hostelling International, which is a federation of more than 70 National Youth Hostel Associations and 4,000 affiliated hostels in over 80 countries. Up to 80% of guests at YHA Limited have traditionally been international tourists - largely, backpackers - though more recently a far greater percentage of guests are Australians.

YHA Limited has one support office based in Sydney, Eora Nation, and employs approximately 250 employees.

# Our RAP

YHA Australia believes that the nature of our business and the geographical spread of our network across Australia provides YHA with a unique opportunity to educate our employees and guests about our country's unique Aboriginal and Torres Strait Islander cultures with the joy of discovery through travel.

YHA's Board and Executive Leadership Team are committed to developing their own personal understanding and cultural awareness. They seek to develop a common narrative and share this knowledge across the entire YHA team and with our members, suppliers and supporters. We are keen to provide access for the many domestic and international guests to experiences on Country that will reflect a truthful and wholistic perspective of Australia that spans its entire 60,000-year history.





**Mossman Gorge Centre**

Image Credit- Tourism and Events Queensland

The implementation of the YHA RAP will involve employees from around Australia, providing cultural awareness training, embedding cultural activities at each of our YHA sites with the support of local Aboriginal and Torres Strait Islander community members, and through involvement, cultivate active engagement across our team of employees.

YHA has a centralised support function in Sydney and this consists of an Executive Leadership Team, 1 member of the ELT is located in Brisbane but the rest are based in Sydney. The rest of the organisation are based at each of the properties, of which there are 15 owned and operated properties throughout Australia with representation in each of the states. We have a geographically dispersed team and seeking to ensure our RWG is spread across all states to ensure we have strong coverage throughout. The corporate structure is attached for further information.

# Our Partnerships & Current Activities

## **Community Partnerships:**

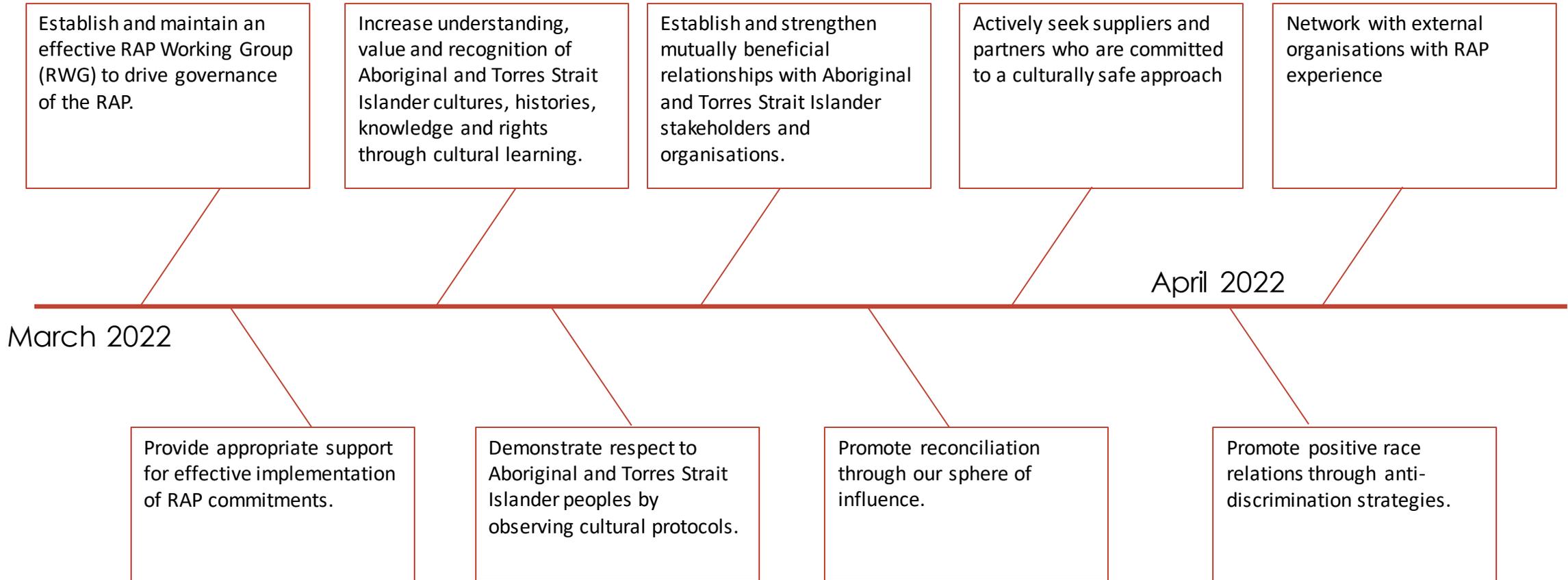
We have engaged the services of Brendan Littlechild from Indigenous Workforce Consulting and he is supporting YHA Limited to develop our Reflect Reconciliation Action Plan.

## **Internal Activities/Initiatives:**

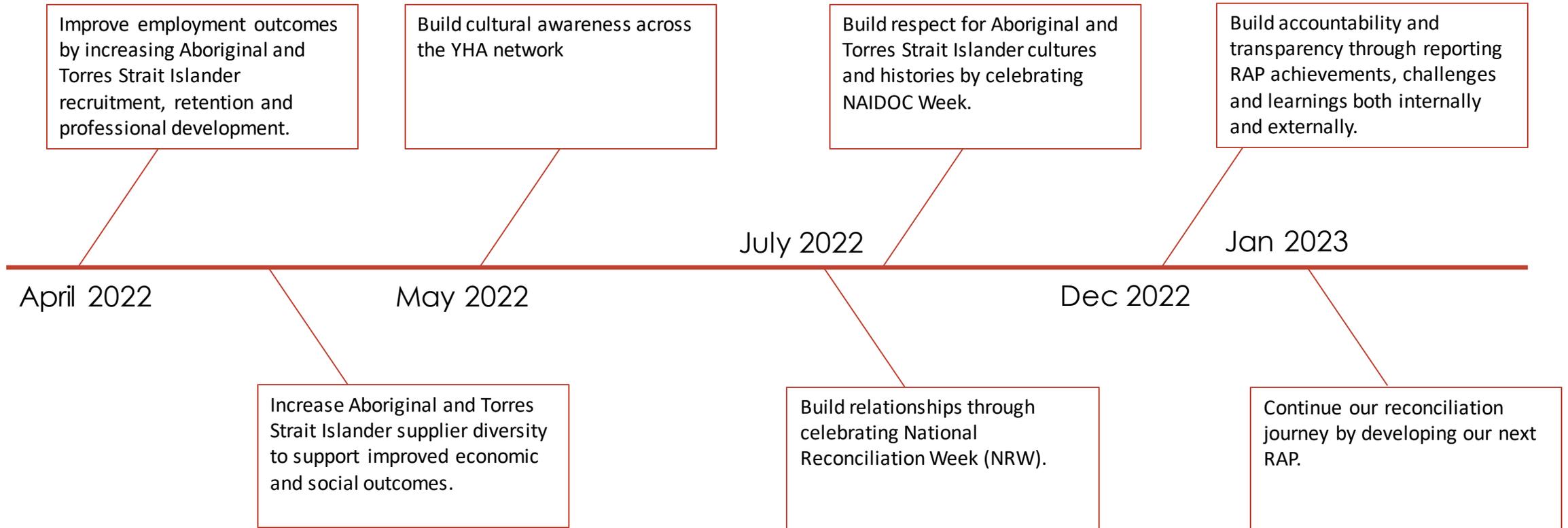
We have created a page on our YHA website for Reconciliation Week and we have also run a story on our employee intranet to create internal interest in the lead up to the Reconciliation Action Plan being launched.



# Reflect RAP Timeline: 2022



# Reflect RAP Timeline: 2022



# Key Activity Areas

1.

Building Relationships

2.

Respect & Understanding

3.

Procurement & Supply Chain

4.

Delivering Into the Future

# Building Relationships

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	April 2022	Area Managers & RWG
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2022	Area Managers
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	1 July 2022	Head of People & Culture (P&C)
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2022	RWG
	Encourage and support office team members and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May– 3 June 2022	RWG
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all team members.	May 2022	RWG
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2022	RWG
	Identify other RAPs and like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2022	RWG
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	April 2022	Head of P&C
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April 2022	Head of P&C
Network with external organisations with RAP experience	Creation of industry network to support sharing of knowledge, information and best practice.	April 2022	RWG

# Respect & Understanding

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	March 2022	Head of P&C
	Conduct a review of cultural learning needs within our organisation.	April 2022	Head of P&C
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2022	Area Managers
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2022	CEO
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2022	Head of Commercial
	Introduce our staff to NAIDOC Week by promoting external events in our local area. Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2022	Head of Commercial
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	RWG
Build cultural awareness across the YHA network	Each property to host a cultural awareness activity and share their experience and learnings on employee intranet, Fuse.	May 2022	RWG

# Procurement & Supply Chain

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March 2022	Head of P&C
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2022	Head of P&C
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	May 2022	RWG
	Investigate Supply Nation membership.	May 2022	RWG
Actively seek suppliers and partners who are committed to a culturally safe approach	As part of our procurement process, actively seek out organisations that have an active commitment to a reconciliation through the presence of a Reconciliation Action Plan and meet with their representative to share ideas and build knowledge around RAP activities. Procurement Policy will be updated to support this commitment.	March 2022	All ELT & Property Managers

# Delivering Into the Future

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain RWG to govern RAP implementation.	March 2022	Head of P&C
	Review Terms of Reference for the RWG.	March 2022	Head of P&C
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	March 2022	RWG
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	March 2022	RWG
	Engage senior leaders in the delivery of RAP commitments.	March 2022	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2022	RWG
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	December 2022	RWG
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2023	RWG

# YHA Properties across Australia



As a low-cost accommodation and asset manager on lands across Australia, we pay our respects to the traditional owners, especially their elders past and present, and value their custodianship of these lands.

End