

Reflect Reconciliation Action Plan

May 2024 - May 2025





Harmony

by Bree Buttenshaw

This artwork is the story of NGS Super and what they represent, governance, meaningful relationships, caring for the environment and education.

The three large circles represent social (people and community): governance (structure and organisation): and know how (knowledge). The circles are all connected to represent that NGS cares about your tomorrow. Flora is used throughout the artwork to represent the importance of the environment to NGS. In the top right corner Lemon Myrtle represents the five offices of NGS. In my culture we tell stories through art, song, dance, spoken word and food. How I tell stories is through art, and I love working with organisations and people to help tell their story. All of my art is my own contemporary interpretation of symbols that my Aunts have taught me. When people view my art I like them to take away their own meaning from it. Art has no rules, and I love seeing how people can interpret it differently.

Bree Buttenshaw is a proud Kalkadoon woman and talented digital artist based in Quandamooka Country.

Bree's artwork is a vibrant fusion between her Aboriginal roots and a contemporary digital approach. Her funky aesthetics, rich colour palettes, intricate patterns tells the story of cultural resilience and represents her deep cultural pride.

Central to Bree's artistry is her unwavering commitment to community, culture, and Country. Every creative endeavor she undertakes is guided by the principles of Aboriginal culture—taking only what is necessary, leaving an abundance for others, and giving back whenever possible. Through her art, she amplifies the voices of her community, celebrates culture, and pays homage to the enduring connection with Country.





Statement from CEO, Reconciliation Australia

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

NGS Super joins a network of more than 3,000 corporate, government, and notfor-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. 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 NGS Super 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 NGS Super, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine



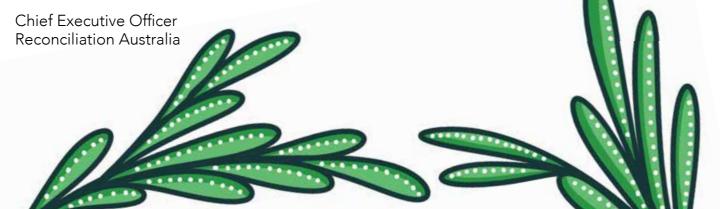
Message from CEO, NGS Super

I'm pleased to present our Reflect Reconciliation Action Plan (RAP), which outlines our plans for advancing reconciliations within NGS Super and the organisations and communities that we partner with.

Helping our members prepare for their tomorrow is at the heart of everything we do. We understand that each of our members is different and has different needs and financial goals. This is why we work hard to provide the support and education they need at each stage of their super and retirement journey.

We also understand that Aboriginal and Torres Strait Islander communities face unique challenges when it comes to saving and planning for retirement – which is why we want to help them build the best possible future and financial outcomes for themselves and their families.

Our Reflect RAP outlines the actions we believe will help further inclusion and foster reconciliation. It sets out how NGS Super intends to:





- Foster meaningful relationships with Aboriginal and Torres Strait Islander groups and communities,
- Address inequity and promote inclusion for First Nations peoples, and
- Lift employee engagement with and understanding of reconciliation.

I would like to thank everyone who has helped us develop our Reflect RAP. This includes Reconciliation Australia and partner organisations, who provided guidance and support, as well as our passionate Reconciliation Working Group who have worked hard to shape our commitment to reconciliation.

As we take the first steps on this journey, I am proud that NGS Super will be using our voice to work for deeper cultural understanding and inclusion for First Nations peoples. I look forward to seeing the difference that our actions will make.

Natalie Previtera

Chief Executive Officer NGS Super

Our business

NGS Super is a leading industry superannuation fund for education professionals, but we are open to all Australians. We have been helping people with their superannuation for over 35 years and work to ensure our members get the most out of their super savings.

To help our members reach their retirement goals we offer a range of investment options, low fees and award-winning insurance supported by personalised service which includes education and advice.

NGS Super has offices located around Australia to help and support 13,000 employers, and more than 115,000 members with their superannuation and retirement needs. Our offices are located in Sydney, Melbourne, Brisbane, Adelaide, and Perth and our support for members also extends into Tasmania, ACT and the Northern Territory. Traditional owners of the lands on which NGS Offices are located.

- Sydney, Gadigal people of the Eora nation.
- Melbourne, Wurundjeri people of the Kulin Nation.
- Brisbane, Turrbal and Jagera peoples.
- Adelaide, Kaurna people.
- Perth, Whadjuk Nyoongar people.

Our RAP

NGS Super is committed to helping people secure their financial future and we support First Nations' efforts to achieve greater financial independence and equality. Working towards a sustainable future for our members and the planet is core to the way we work at NGS. Our ESG policy and framework help to guide our actions and decisions in relation to the development and delivery of our products and services and in our engagement with the community. These principles have underpinned the development of our Reflect RAP and the activities undertaken by the Reconciliation Working Group (RWG).

As part of the engagement with NAIDOC week 2022 the NGS Super Executive Team sought input from staff on the interest in forming a Reconciliation Action Committee to understand a way for us to engage and advance reconciliation and drive internal and stakeholder awareness. We had overwhelming support for staff wanting action in this area which ultimately resulted in the decision to develop our Reflect RAP. NGS believes that as more companies engage and advance reconciliation it will have a ripple effect throughout the wider community.

With the full support of our Board and Executive Team, the RWG was formed with a goal to implement a Reflect RAP. Participation is on a voluntary basis with broad representation across the business. Our CEO is the sponsor of RWG and members of the group include:



- - 1. Christopher McManamon, Chief Service Delivery Officer
 - 2. Veronica Phillips, Head of Brand and Marketing
 - 3. Lucas Hartmann, Head of Equities, Fixed Income and Alternatives
 - 4. Phil Towers, Manager, Digital
 - 5. Judith Bendall, Senior Manager, Implementation
 - 6. Tina Maiorana, Financial Planning Implementation Coordinator
 - 7. Laura Tricker, Financial Planning Co-ordinator/Office Manager
 - 8. Kamran Sadeghi, People and Culture Partner

The RWG would also like to acknowledge Brooke Liang and Carlie Facer for their involvement and support.

We are currently unaware of any staff who identify as an Aboriginal and/or Torres Strait Islander person.

As we work through our RAP actions and deliverables, we have developed a strategy to create connections with community and industry partners to support and strengthen Aboriginal and/or Torres Strait Islander representation and to inform our activity.

Our partnerships

Our journey towards implementing our Reflect RAP has provided us with opportunities to actively understand the 4 pillars fundamental to all RAPs: Relationships, Respect, Opportunities and Governance.

Our RWG was established to drive the development of our RAP including identifying those areas where NGS Super can make a meaningful difference and develop a plan for implementation. The RWG has provided regular updates to the Executive and staff on our progress and has met with other businesses and organisations who have developed a RAP to gather insights to inform our pathway to an effective implementation.

During Reconciliation Week (2023) activities were organised for all NGS Offices and staff were encouraged to think about how we can all Be a Voice for Generations and support real and lasting change for reconciliation in Australia. We had catering provided by: FigJam & Co in QLD, Something Wild Australia in SA, Pawa Café & Bar in VIC and Café Dreaming in NSW. Communications were shared across NGS owned internal and external channels to raise awareness of and show our support for reconciliation. Channels included our website, social media and intranet. During NAIDOC Week we shared information with all staff reflecting on the theme of the week - For Our Elders - and encouraged staff to reflect on the theme and join NAIDOC week events in their state.

We released a statement showing NGS Super' support for the Voice to Parliament. We shared resources with all NGS staff aimed at demystifying The Voice referendum. This included an FAQ and other media to enable a better understanding of the referendum. All staff were invited to attend Reconciliation Australia's Lunch and Learn sessions -Referendum Basics Webinar. Members of the RWG attended walks and took part in activities supporting a positive outcome for the referendum.

Working group representatives attended the "Walking Together" workshops hosted by ANZ and facilitated by Nicole Laupepa, a proud Gomeroi and Murri Gubbi woman, and Jacqui Parker a non-Indigenous educator. To acknowledge Harmony Day and Close the Gap Day 2024, NGS hosted an event featuring guest speaker Eve Langford who shared her lived experiences as a First Nations woman as well as her family history. We also joined the 2024 Indigenous Super Summit.







Action		Deliverable	Timeline	Responsibility
1.	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.	May 2025	Chief Growth Officer
		Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2024	Chief Growth Officer
2.	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Chief Experience Officer
		RAP Working Group to participate in an external NRW event.	27 May – 3 June 2024	Chief Service Delivery Officer
		Encourage and support staff and senior leaders to participate in external events to recognise and celebrate NRW.	27 May – 3 June 2024	Chief Service Delivery Officer
3.	Promote reconciliation through our sphere of influence.	Continue to communicate our commitment to reconciliation to all staff.	May 2024 - May 2025	CEO
		Continue to identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2024	CEO
		Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	May 2024	CEO
		Publicly communicate our commitment to reconciliation.	May 2024 - May 2025	CEO
		Our commitment to Reconciliation and RAP will form part of the NGS induction program.	June 2024	Head of People and Culture
		Provide regular updates to Board, Exec and Staff on the work of the RWG.	May 2024 - May 2025	Chief Service Delivery Officer

Act	tion	Deliverable	Timeline	Responsibility
4.	 Promote positive race relations through anti- discrimination strategies. 	Research best practice and policies in areas of race relations and anti-discrimination.	December 2024	Chief Risk Officer 8 Head of Corporate Services
		Conduct a review of HR policies and procedures to identify existing anti- discrimination provisions, and future needs.	December 2024	Chief Risk Officer 8 Head of Corporate Services
5.	Advocate for improvements and drive change through engagement and holding companies accountable for the protection of Aboriginal and Torres Strait Islander rights.	Work with our engagement partners to identify and understand ways to support the protection of Aboriginal and Torres Strait Islander rights and promote action through engagement with companies held in the portfolio and our investment managers.	December 2024	Head of ESG and Responsible Investment
ho acu the Ab To		As an active owner use our voting rights to advocate for improvements and drive change by holding companies accountable for the protection of Aboriginal and Torres Strait Islander rights	December 2024	Head of ESG and Responsible Investment
		Report annually on direct and collaborative engagements related to Aboriginal and Torres Strait Islander rights	December 2024	Head of ESG and Responsible Investment
6. Publicly support the Uluru Statement.	Share our support for implementation of all calls in the Uluru Statement: Voice, Treaty and Truth through our networks, with our staff and publicly via the website, social media and media.	October 2024	CEO	
		Share resources internally to assist staff to build a stronger understanding about the Uluru Statement.	October 2024	Head of Brand & Marketing







Action		Deliverable	Timeline	Responsibility
7.	Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a formal cultural learning strategy for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	May 2025	Head of People & Culture
		Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	May 2025	Head of People & Culture
		Add Reconciliation or cultural activity to company gatherings involving all staff.	December 2024	Chief Experience Officer
		Conduct a review of cultural learning needs within our organisation.	December 2024	Head of People and Culture
	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.	May 2025	Senior Manager, Implementation
8.		Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2024	Chief Service Delivery Officer
		Develop a policy for using an Acknowledgement of Country at the commencement of important meetings - define meetings e.g.: Board, Staff Meetings, Staff Conference	September 2024	Chief Risk Officer & Head of Corporate Services
9.	 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.	June 2024	Head of Brand & Marketing
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Chief Service Delivery Officer
		ReconciliationWorking Group to participate in an external NAIDOC Week event.	First week of July 2024	Chief Service Delivery Officer



	on	Deliverable	Timeline	Responsibility
C	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.	February 2025	Chief Risk Officer 8 Head of Corporate Services
a I F		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2025	Chief Risk Officer 8 Head of Corporate Services
		Join the Indigenous Super Working Group	November 2024	Senior Manager, Implementation
 Increase Aboriginal and Torres Strait Islander supplier diversity to support 	Partner with a charity supporting education programs for Aboriginal and Torres Strait Islander students and develop opportunities for NGS staff to be involved in fundraising activities supporting the nominated charity.	September 2024	CEO	
	Look for procurement opportunities for businesses registered with Supply Nation.	June 2024	Deputy CEO/Chief Strategy Officer	
	improved economic and social outcomes.	Continue to explore potential for Aboriginal and Torres Strait Islander offering as part of the NGS Super scholarship programme.	December 2024	Chief Experience Officer
		Formally adopt and document the AUSTRAC guidance developed to assist financial service providers when dealing with customer groups who don't have standard forms of ID.	March 2025	Senior Manager, Implementation

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Action	Deliverable	Timeline	Responsibility
12. Establish and maintain an effective	Maintain a RWG to govern RAP implementation.	May 2024 - May 2025	Chief Service Delivery Officer
Reconciliation Working Group (RWG) to drive	Review and update the Terms of Reference for the RWG.	December 2024	Chief Service Delivery Officer
governance of the RAP.	Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2024	Chief Service Delivery Officer
	Define resource needs for RAP implementation.	May 2024	Chief Service Delivery Officer
13. Provide appropriate	Continue to engage senior leaders in the delivery of RAP commitments.	May 2024 - May 2025	Chief Service Delivery Officer
support for effective implementation of RAP commitments.	Continue to appoint a senior leader to champion our RAP internally.	May 2024 - May 2025	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2024	Senior Manager, Implementation
14. Build accountability and transparency through reporting	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2024	Chief Service Delivery Officer
RAP achievements, challenges and learnings both internally and	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August 2024	Chief Service Delivery Officer
externally.	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	Annually	Chief Service Delivery Officer
15. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	November 2024	Chief Service Delivery Officer





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