



# Reflect

# Reconciliation Action Plan

July 2021 to July 2022

Organ pipe cliffs in Mount Arapiles, Victoria

Djurid is the original name for this formation in the Wotjobaluk language. The Wotjobaluk, Jaadwa, Jadawadjali, Wergaia and Jupagulk peoples (collectively Wotjobaluk) are the traditional owners of the lands around Mount Arapiles.

Horsham Rural City Council is the local authority of the region.

This booklet was prepared on 20 July 2021



# CEO introduction

Vision Super is a community super fund that exists to help every one of our members achieve the best possible retirement. We know that our Aboriginal and Torres Strait Islander members face systemic disadvantages in accumulating and accessing their super – and that Reconciliation is a vital part of addressing those barriers.

Our commitment to enabling our Aboriginal and Torres Strait Islander members to achieve their retirement goals started a journey that has led to the development of our first Reconciliation Action Plan. This is only one small step along the way – but we look forward to sharing Vision Super's progress towards Reconciliation with you, our members.

The concrete steps towards meeting Vision Super's commitment to our Aboriginal and Torres Strait Islander members are outlined in this document. If you are a member who identifies as Aboriginal or Torres Strait Islander, I hope that you find something in our Reflect RAP that is of use to you. If you do not identify as Aboriginal or Torres Strait Islander, I hope that reading our Reflect RAP prompts you to pause and reflect on the part you can play in Reconciliation in your community

As always, we welcome input from our members – if you have ideas on how we can serve our Aboriginal and Torres Strait Islander members better, or feedback on our RAP, please email [memberservices@visionsuper.com.au](mailto:memberservices@visionsuper.com.au) or call our member hotline on **1300 300 820** (between 8.30am-5pm, Monday to Friday) – we would love to hear from you.

**Stephen Rowe**  
Chief Executive Officer

## Lerderderg State Park, Victoria

The land was traditionally occupied by and connected to a number of Aboriginal communities, most notably the Wathaurung Tribe, Wurundjeri Tribe, and the Dja Dja Wurrung Tribe.

Moorabool Shire Council is the local authority of the region.





# Our business

**Vision Super is a super fund and our core business is providing superannuation services. The traditional sectors we serve are Victorian local government and water authority employees, but we are a public offer fund that anyone can join, and we have members from across Australia.**

We have one office in Melbourne, Victoria, but we are committed to serving our members face to face across regional Victoria. We currently have around 90,000 members and manage around \$12 billion of superannuation assets. We currently employ 100 staff (full-time equivalent). We do not currently have any staff who have disclosed that they identify as Aboriginal and/or Torres Strait Islander.

The Local Authorities Superannuation Fund (LASF) was established in 1947. In 1998 LASF became an industry superannuation fund and in 2002 LASF changed its name to Vision Super. As an industry super fund, we're run to benefit our members and our main objective is always to maximise our members' retirement outcomes. Vision Super is a not for profit organisation and we focus on our members and their long-term investment security. Our financial planners travel to rural communities across Victoria to have face to face meetings with members.



## Sustainability

In this ever-changing world our members are expecting more from us than simply managing their retirement savings, and our sustainability initiatives are being scrutinised more than ever before. We are a values-based fund and we pride ourselves on being a fund that invests and operates responsibly for the environment and our community.

Environmental, Social and Governance (ESG) principles are three important criteria that we use to decide where to invest our members' super funds. We are working on a detailed plan to achieve our published objective of being carbon neutral by 2050.



## Engagement

We actively engage with the companies in which we invest, and we endeavour to vote at all meetings for our direct shareholdings. We take an activist approach to climate change issues to influence companies to do better and work towards a smooth transition and the Paris Agreement targets.

We also engage with companies on issues affecting Aboriginal and Torres Strait Islander peoples. We have engaged directly with Rio Tinto following the destruction of two 46,000-year old rock shelters of cultural significance in May 2020, and also with Woolworths on the proposed development of a Dan Murphy's liquor store in Darwin which will be located within 5km of three alcohol protected (dry) Aboriginal and Torres Strait Islander communities.



## Values

Vision Super lives by our values of Trust, Citizenship, Care and Commitment. We view the development of our Reconciliation Action Plan a key aspect of living by our values of Citizenship (where we celebrate differences and diversity in the workplace) and Care (where we acknowledge each other and communicate in a polite, trusting and genuine manner with everyone regardless of their role).

## What is a RAP?

The Reconciliation Action Plan (RAP) program provides a framework for organisations to support the national reconciliation movement. A RAP is a strategic document that supports an organisation's business plan. It includes practical actions that will drive an organisation's contribution to reconciliation both internally and in the communities in which it operates. The RAP Program contributes to advancing the five dimensions of reconciliation by supporting organisations to develop respectful relationships and create meaningful opportunities with Aboriginal and Torres Strait Islander peoples. Each of the four RAP types (Reflect, Innovate, Stretch, Elevate) set out the minimum elements required from your organisation to build strong relationships, respect and opportunities within your organisation and community.





# Our RAP

**Vision Super believes that creating a more harmonious and respectful society requires organisations to be proactive and take the initiative to build effective relationships and work with Aboriginal and Torres Strait islander peoples in this space.**

In the superannuation industry, some Aboriginal and Torres Strait islander people face barriers to accessing their super. Language is one barrier, as for some Aboriginal and Torres Strait Islander peoples English is their second or third language. The requirement for identification documents is another barrier, with some Aboriginal and Torres Strait Islander peoples finding they cannot access their super at retirement age because they lack traditional forms of identification such as a driver's licence, passport or even birth certificate, as many births in remote communities are not registered. Recognition of Aboriginal and Torres Strait Islander kinship structures is another barrier.

**Developing a RAP will help us to understand all the hurdles that Aboriginal and Torres Strait Islander members may encounter when dealing with Vision Super.**

**We are committed to supporting Aboriginal and Torres Strait Islander peoples in achieving positive financial outcomes through education and increased financial literacy.**

On our RAP journey, we will collaborate with our stakeholders to achieve genuine, measurable and permanent improvements for Aboriginal and Torres Strait Islander peoples. As the superannuation services we provide may be used by Aboriginal and Torres Strait Islander peoples, our services must be culturally sensitive and appropriate to Aboriginal and Torres Strait Islander peoples. We are rolling out cultural awareness training to our Working Group and promoting awareness to staff, members and stakeholders to better understand how we can demonstrate respect to Aboriginal and Torres Strait Islander peoples, communities, histories and cultures.

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Vision Super acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of all Lands on which we come together. At Vision Super, we know that Aboriginal and Torres Strait Islander cultures enrich this nation and we pay our respects to Elders, past and present.

**Organ Pipes National Park, Victoria**

The land is part of the traditional Country of the Wurundjeri people.  
Brimbank City Council is the local authority of the region.





### Twelve Apostles, Victoria

The Eastern Maar are the Traditional Owners of south-western Victoria. Their land extends as far north as Ararat and encompasses the Warrnambool, Port Fairy and Great Ocean Road areas. It also stretches 100m out to sea from low tide and therefore includes the iconic Twelve Apostles.

Corangamite Shire Council is the local authority of the region.

# What we've achieved so far

Our RAP journey to date has been enlightening, especially with our Working Group undertaking cultural awareness training. Learning more about the history of Aboriginal and Torres Strait Islander peoples has helped shape our understanding of reconciliation and has provided us with a foundation to develop our path forward.

- ✓ We have implemented an Identification policy, under which we follow AUSTRAC's guidance on alternate identity proofing processes.
- ✓ We have undertaken a staff survey to investigate whether any staff members identify as Aboriginal or Torres Strait Islander.
- ✓ Our Human Resources team has added a question to new staff starter forms to ask whether new staff identify as Aboriginal or Torres Strait Islander.
- ✓ We have engaged with our leadership team, who are fully supportive of our RAP development, and have been given the resources we need to complete the RAP.
- ✓ We have engaged with other super funds on their RAP journey.
- ✓ We have posted several items on social media celebrating significant dates and events.
- ✓ We have added an Aboriginal and Torres Strait Islander data field to our administration platform so that we can record if a member identifies as Aboriginal or Torres Strait Islander.
- ✓ We have developed an Acknowledgement of Country and rolled this out to our formal meetings.
- ✓ We have formed a RAP Working Group, which meets every six weeks.
- ✓ We have drafted a terms of reference for the RAP Working Group.
- ✓ The RAP Working Group has presented to the Board of Directors on Rio Tinto's blasting activities, and we subsequently wrote a letter to Rio Tinto on the issue.
- ✓ The RAP Working Group has also commenced online Cultural Awareness Training through the Centre for Cultural Competence Australia.

# Action timeline

## Relationships



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 that are based in Victoria.	July 2022	General Manager Strategy and Growth
	✓ Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Nov 2022	Manager Investment Operations
2 Build relationships through celebrating National Reconciliation Week (NRW).	✓ Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Communications and Strategy Consultant
	✓ RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	Contact Centre Consultant
	✓ Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Director
3 Promote reconciliation through our sphere of influence.	✓ Communicate our commitment to reconciliation to all staff by launching this Reflect RAP.	Dec 2021	Chief Executive Officer
	✓ Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2021	Financial Planner
	✓ Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2021	Financial Planner
4 Promote positive race relations through anti-discrimination strategies.	✓ Research best practice and policies in areas of race relations and anti-discrimination.	Nov 2021	Head of Human Resources
	✓ Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	July 2022	Head of Human Resources

## Respect



Action	Deliverable	Timeline	Responsibility
5 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.	July 2022	Head of Human Resources
	✓ Support the provision of a cultural awareness training program for member-facing staff.	July 2022	Head of Human Resources
	✓ Conduct a review of cultural learning needs within our organisation.	July 2022	Head of Human Resources
6 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.	Dec 2021	Manager Investment Operations
	✓ Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols.	Dec 2021	Communications and Strategy Consultant
	✓ Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events.	July 2022	Communications and Strategy Consultant
7 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	Communications and Strategy Consultant
	✓ Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Contact Centre Consultant
	✓ RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	Contact Centre Consultant

## Opportunities



Action	Deliverable	Timeline	Responsibility
8 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	✓ Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	July 2022	Head of Human Resources
	✓ Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	July 2022	Head of Human Resources
9 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	✓ Develop a business case for including Aboriginal and Torres Strait Islander owned businesses in competitive procurement processes.	July 2022	Financial Planner
	✓ Investigate Supply Nation membership.	July 2022	Manager Investment Operations

## Governance



Action	Deliverable	Timeline	Responsibility
10 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	✓ Maintain a RWG to govern RAP implementation.	July 2022	Manager Investment Operations
	✓ Maintain a Terms of Reference for the RWG.	July 2022	Manager Investment Operations
	✓ Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2022	Financial Planner
11 Provide appropriate support for effective implementation of RAP commitments.	✓ Define resource needs for RAP implementation and develop a plan for the effective use of financial resources.	Aug 2021	Manager Investment Operations
	✓ Engage with senior leaders in the delivery of RAP commitments and initiatives and update the Board annually on our RAP progress. The Chief Executive Officer (CEO) to be invited to all Working Group meetings.	Aug 2021	Manager Investment Operations
	✓ Define appropriate systems and capability to track, measure and report on RAP commitments.	Aug 2021	Manager Investment Operations
12 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.	30 September 2021	Manager Investment Operations
13 Continue our reconciliation journey by developing our next RAP.	✓ Register via Reconciliation Australia's website to begin developing our next RAP.	April 2022	Manager Investment Operations

## Need more information?



### Reflect Reconciliation Action Plan

If you would like further information about Vision Super's Reconciliation Action Plan, or any of our products and services, please call our Member Services team on **1300 300 820**. You can also refer to our website for forms and other fact sheets.

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