

## Reconciliation Action Plan

IBA's Reconciliation Action Plan reflects its commitments in the three major operational areas; Our Business; Our People; and Our Products.

Tasks	Responsibility	Timeline	Performance Indicator/measure
<b>Our Business</b>			
1. Integrate reconciliation commitment reporting into IBA core business	Assistant General Manager IBA Corporate	2007-2009	RAP reporting included in the Corporate Plan and Annual Report  Regular RAP reporting agenda item through the IBA Board and Executive meetings
2. Expand the stakeholder engagement strategy to include new sectors/industries	Assistant General Manager IBA Partnerships	2007-2009	Increase IBA's engagement into 3 new industry sectors
<b>Our People</b>			
3. Further develop Indigenous staff attraction, recruitment and retention, and ensure that staff are trained to work effectively with Indigenous clients as well as the non-Indigenous business sector and government agencies	Assistant General Manager IBA Corporate	2007-2009  2008 - 2009	Implementation of IBA Indigenous Employment Strategy to increase IBA's Indigenous staff from its current 27 %  Implementation of a mentoring programme
4. Effective cultural awareness training for all staff	Assistant General Manager IBA Corporate	2007-2009 - ongoing	100% of staff have attended training within 6 months of joining IBA  All existing staff to attend cultural awareness training
5. Acknowledgement of Traditional Owners to country at appropriate IBA meetings and events	IBA General Manager and IBA Chairman	Ongoing	100% compliance at appropriate meetings and events
6. Promote Indigenous achievements and events throughout the organisation	Assistant General Manager IBA Corporate	2007-2009	Promotion of Indigenous successes – internal IBA communication avenues – IBA newsletter, all staff email announcements,  Promotion of NAIDOC week events - internal IBA communication avenues –

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		2007	<p>IBA newsletter, all staff email announcements, and ICC newsletters</p> <p>Promotion of Reconciliation Action Plan on the IBA website and via an all staff email from the IBA Chairman, and regular articles in the IBA National newsletter</p> <p>Development of an IBA intranet to further promote Indigenous staff successes and achievements, as well as to promote IBA's RAP</p> <p>Support targeted conferences aimed at showcasing successful Indigenous participation in business and home ownership</p> <p>Support local events and teams</p>
7. Promote the success of our partnerships with industry, government and Indigenous clients	Assistant General Manager IBA Corporate	2007- 2009	Develop brochures that promote innovation in commercial partnerships and specific information on IBA programs targeted at individual client groups
<b>Our Products</b>			
8. Develop a research strategy that improves our data management to inform better product development	Assistant General Managers IBA Partnerships & IBA Constructions	2007 2007-2009 2007	Initial home ownership research completed Develop successful research partnerships Internal data management strategy finalised
	Assistant General Manager IBA	2007-2008	Innovative housing project finalised

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	Construction		
9. Outback Stores	Assistant General Manager IBA Investments	2007-2008  2008-2009	Increase the number of community stores being managed by Outback Stores to 20 by end of 2008  Increase the total number of community stores being managed by Outback Stores to 40 by end of 2009
10. Home ownership on Indigenous land initiative	Assistant General Managers IBA Partnerships & IBA Homes	2007-2008  2008-2009	Increase the number of Indigenous people in home ownership on Indigenous land with 60 loans  Increase the total number of loans to Indigenous people in home ownership to 200 by the end of 2009
11. Finance sector engagement initiatives	Deputy General Manager IBA & Assistant General Manager IBA Partnerships	2007-2009	Facilitate the transition of Indigenous clients to eligibility for private sector finance through partnership arrangements with the financial institutions
12. Explore and implement opportunities for creating improved economies in remote communities by promoting employment and participation in retail activity and home construction activity in remote areas	Assistant General Managers IBA Partnerships & IBA Enterprises	2007-2009	Infrastructure and mechanisms for improved economies, employment and business participation implemented
13. Improve the level of aftercare to our Indigenous borrowers and co-venturers and the interaction these clients have with non-Indigenous business and support groups.	Assistant General Managers, IBA Partnerships IBA Enterprises & IBA Investments	2007  2008-2009	Complete home ownership aspiration survey of IBA Homes clients which will capture client satisfaction with IBA Homes products  Complete further client satisfaction surveys of IBA clients