



cleancorp<sup>★</sup>

## Reflect Reconciliation Action Plan (RAP)

May 2025 - May 2026

# Acknowledgement of Country

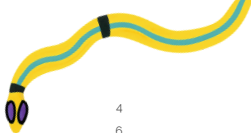
CleanCorp acknowledges the **Traditional Owners of Country throughout Australia** and recognises their enduring connection to land, waters, and communities. We honour the **Elders past and present**, and support the emerging leaders who will guide future generations.

As a national business, we deeply respect the **wisdom, traditions, and living cultures** of Aboriginal and Torres Strait Islander peoples.

We recognise that our operations take place on ancestral lands, and through this Acknowledgement of Country, we reaffirm our commitment to fostering **understanding, respect, and celebration** of the diverse histories that shape our nation.

# Contents

The Design	4
Thank You, MITS!	6
Message from our CEO	8
Message from Reconciliation Australia CEO	9
Our Business	10
Our Reconciliation Action Plan	11
Our RAP Working Group	12
Our Partnerships and Current Activities	13
Reconciliation Action Plan and Opportunities	14
1. Relationships	
2. Respect	
3. Opportunities	
4. Governance	



# The Design

Christello Cooper, the winner of our RAP Artwork Design Competition, is a 15-year-old student at the Melbourne Indigenous Transition School (MITS).

Originally from Kulumindini (the traditional Aboriginal name for the small town of Elliott in the Northern Territory) about an hour's drive north of Tennant Creek, Christello carries a deep connection to Country and community.

The town lies along important Dreaming tracks, weaving together stories that have guided people for generations, and this heritage is at the heart of his creative vision.

His design reflects themes of journey, growth, and togetherness, symbolising the path we walk in reconciliation and the strength we find in supporting one another.

Through vibrant colours and meaningful patterns, Christello's work tells a story that is both deeply personal and universally inspiring, capturing the spirit of connection that lies at the heart of our RAP.

*"My Artwork is named **Kulumindini** which is the Jingili word for Elliot, my hometown in the Northern Territory.*

*My artwork shows many types of food that are on my Country; Goanna, Turtle, Latju (Witchetty Grub), Bush Bananas, Bush Coconuts, Bush Berries, and Bush Onion.*

*This food reminds me of the times when I am out bush with family and friends, hunting, fishing, and providing for my people.*

Christello Cooper at MITS after RAP Artwork Design Competition winner was announced, photographed by **Paul Barcham**.

Used with permission.

*"My Mob teach me about which food to eat, and gather, and when the right time for collecting them. It is special knowledge passed down from my Mob, and it connects me to my Country and I know I can look after myself and my family.*

*The River connects me to my Grandmother's Country and the Beetaloo Station on the Newcastle River which travels all the way to the wetlands of Lake Woods.\**







# Thank You, MITS!

We extend our heartfelt thanks to the **Melbourne Indigenous Transition School (MITS)** for their invaluable involvement in our **Reflect Reconciliation Action Plan**, and in particular, for partnering with us on the **RAP Artwork Design Competition**.

We are especially grateful to Head of Boarding and Wellbeing, **Lia Bartholomew**; Principal, **Brad Carmody**; Head of Teaching and Learning, **Michael Barnhoorn**; and Facilities Manager, **Shannon Preddy**, along with the entire MITS community, for welcoming us so openly and generously into your school.

In August 2025, Cleancorp's Chief Executive Officer, **Lisa Macqueen**, General Manager, **Sally Hunt**, and RAP Working Group Member, **Lani Johnson**, had the privilege of visiting MITS to present the award for the winning artwork to **Christello Cooper**.

It was a truly special day; Lisa, Sally and Lani met the students and teachers, heard their stories, and saw firsthand the incredible impact MITS has on the lives of young people and the wider community.

Sharing that moment of celebration with MITS, surrounded by the creativity, warmth, and pride of everyone involved, was a highlight of our RAP journey. MITS, your collaboration has not only enriched our plan with meaningful art, but has also deepened our commitment to building genuine, respectful relationships. Thank you.



Children at MITS during classroom activity, photographed by **Paul Barcham**.

Used with permission.



Cleancorp clients  
photographed working  
on-site by Cleancorp  
employee.

Used with permission.

# Message from our CEO

**I am incredibly proud to announce that Cleancorp is formally embarking on our reconciliation journey with the launch of our inaugural Reflect Reconciliation Action Plan.**

This marks a significant milestone in our commitment to fostering meaningful relationships with Aboriginal and Torres Strait Islander peoples and creating a more inclusive and equitable future.

At Cleancorp, we believe reconciliation is not just a moment, but a movement. One that requires intentional actions and sustained effort. This Reflect RAP represents our first step in a long-term journey to deepen our understanding, engage authentically, and build impactful partnerships with First Nations communities. It's an integral part of our strategy to drive positive change, both within our organisation and in the communities we serve across Australia.

Through this RAP, we are reinforcing our commitment to empowering and celebrating the strengths of Aboriginal and Torres Strait Islander peoples by creating meaningful opportunities for First Nations employees and fostering strong, collaborative partnerships with Indigenous businesses and community organisations. Together, we aim to make a difference - not just in words, but in actions that resonate meaningfully.

I would like to extend my heartfelt thanks to Lia Bartholomew, Head of Boarding and Wellbeing at the Melbourne Indigenous Transition School (MITS), whose support and guidance were invaluable in helping us bring this project to life in a meaningful and culturally respectful way. I am also deeply grateful to Christello Cooper, a talented student artist from MITS, whose incredible artwork captures Cleancorp's journey and aspirations for reconciliation with heart, creativity, and strength.



Finally, a huge thank you to our RAP Working Group at Cleancorp for your dedication and passion in driving this important initiative forward. This is just the beginning, and I look forward to seeing the ongoing impact of our reconciliation efforts as we work together to create a brighter, more equitable Australia.

Let's continue to move forward together, building trust, understanding, and a future we can all be proud of.

**Lisa Macqueen**

Chief Executive Officer  
Cleancorp

# Message from Reconciliation Australia CEO

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

Cleancorp joins a network of more than 3,000 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 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 Cleancorp 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 Cleancorp, 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

# Our Business

Established over 30 years ago by Lisa and Hamish Macqueen, Cleancorp is a commercial cleaning company that has grown into a nationally recognised business that takes pride in its Australian roots.

We employ a diverse team of **650 people** and liaise with over 100 service partners to mobilise a force of 1200 contractors daily. Our footprint extends to most Australian states, impacting more than **1500 communities** each day.

Cleancorp provides a range of services, including:

- Office Cleaning
- School Cleaning
- Aged Care Cleaning
- Retail Cleaning
- Strata Cleaning
- Industrial Cleaning
- Childcare Cleaning
- Commercial Carpet Cleaning
- Hospitality Cleaning
- COVID-19 Workplace Cleaning

While the number of Aboriginal and Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

Cleancorp operates across Australia and New Zealand, providing services in cities such as Sydney, Melbourne, Brisbane, Canberra, Adelaide, Perth, and Auckland. We operate nationally and have employees at each of these locations.

Our head office is located on **Guringai country, the Land of the Garigal People, on the Northern Beaches of Sydney.**



# Our Reconciliation Action Plan

At Cleancorp, we envision a future where we unlock and foster the potential and talents of Aboriginal and Torres Strait Islander individuals.

Led by our **RAP Champion** and **General Manager, Sally Hunt**, we hope to inspire a national culture that unequivocally champions the principles of respect, equality, and justice for First Nations peoples.

Education sits at the heart of this vision. We believe in the power of knowledge to drive lasting change. That's why we're committed to educating our staff, service partners, and stakeholders to understand and respect the richness of Aboriginal and Torres Strait Islander cultures and histories.

As a company, we are in the early stages of our reconciliation journey. We are proud to have partnered with the **Melbourne Indigenous Transition**

**School (MITS)** to support and celebrate Indigenous student voices through a collaborative art initiative for the design of the Reflect Reconciliation Action Plan. We have also begun conversations with **Sunrise Indigenous Cleaning Services** to explore a future partnership aligned with our operational values and vision for reconciliation.

While we have not yet formalised all partnerships, the foundations have been set. Our **RAP Working Group** is active and committed, and our senior leaders are fully engaged in this journey.

Cleancorp is committed to a journey of listening, learning, and deepening our understanding of Aboriginal and Torres Strait Islander peoples. We aim to grow stronger partnerships, echoing the spirit of reconciliation across our operations nationwide.

Why have we embarked on this journey? Because we recognise that reconciliation is more than acknowledgment; it's about **building genuine, respectful, and enduring relationships.**

The Reflect RAP lays the groundwork for this, helping us understand where we stand today and shape a better future together.

We're committed to engaging with Aboriginal and Torres Strait Islander communities and stakeholders to listen, learn, and collaborate, ensuring our efforts are grounded in respect, shared decision-making, and cultural integrity.



# Our RAP Working Group

As part of developing our Reflect RAP, we established an internal Reconciliation Working Group (RWG) that's been actively collaborating with Cleancorp's executive leadership team.

This next chapter in our RAP journey is being championed by our Chief Executive Officer, Lisa Macqueen, and General Manager, Sally Hunt, whose leadership continues to drive our commitment to meaningful action.

We've brought together a cross-functional group from across the business, including **Marketing, Sales, Operations and Executive Leadership.**

This diverse representation wasn't just intentional, it was essential. By drawing from different parts of Cleancorp, we're making space for varied perspectives and ensuring the development of our Reflect RAP is guided by curiosity, equity, and shared accountability.



**Lisa Macqueen**  
Chief Executive Officer



**Josephine Kimberley**  
National Operations  
Manager



**Sally Hunt**  
General Manager



**Amy Meyerson**  
Marketing Manager



**Lani Johnson**  
Digital Marketing  
Specialist





# Our Partnerships and Current Activities



At Cleancorp, we recognise the importance of reconciliation and fostering meaningful relationships with Aboriginal and Torres Strait Islander peoples.

While we are still in the early stages of embedding formal community partnerships, internal activities, and initiatives into our organisation, we are proud to have recently partnered with the **Melbourne Indigenous Transition School (MITS)** as a first step in our reconciliation journey.

This partnership reflects our commitment to building genuine, respectful relationships with First Nations communities. Through our collaboration with MITS, we've had the opportunity to support and celebrate the creativity of young Indigenous voices through our RAP Artwork Competition, and this experience has been a powerful reminder that

reconciliation goes beyond acknowledgment; it's about active engagement, trust, and creating opportunities to walk together.

With a **Reconciliation Action Plan (RAP) Working Group** already in place, we are now focused on strengthening and expanding our efforts. This includes continuing to engage meaningfully with Aboriginal and Torres Strait Islander peoples and stakeholders, deepening our cultural understanding, and identifying opportunities for long-term, values-aligned partnerships.

While immediate changes to policies or operations may not be required, our RAP Working Group will guide the development of business cases and initiatives that support sustainable reconciliation outcomes.

Above all, this commitment reflects our intention to foster a more inclusive, respectful, and collaborative workplace culture; and we're proud that our journey is already underway, with the support of MITS.



Christello Cooper and other children at MITS during classroom activity, photographed by **Paul Barcham**.

Used with permission.



# Reconciliation Action Plan and Opportunities

This Reflect Reconciliation Action Plan (RAP) is an opportunity for Cleancorp to unite everyone across our business to build a shared understanding of reconciliation and take meaningful steps forward.

It provides a roadmap to turn our intentions into action, empowering our team to **contribute ideas, share experiences, and explore creative ways to advance reconciliation within our industry.**

At Cleancorp, we are committed to embedding reconciliation principles into every part of our work - from our cleaning operations and team engagement to the way we collaborate with clients, communities, and partners. Our goal is to help create a more equitable future that supports and celebrates Aboriginal and Torres Strait Islander peoples.

Through this RAP, we will increase **awareness, understanding, and respect** for Aboriginal and Torres Strait Islander cultures within Cleancorp. We will integrate these principles into our policies, procedures, and everyday actions to build strong, meaningful relationships that have a positive and lasting impact.

Cleancorp's national presence gives us the opportunity to create real change. We can directly and indirectly create jobs, partner with First Nations suppliers, and support education, professional development, and financial independence for Aboriginal and Torres Strait Islander communities.

By collaborating with First Nations **consultants, communities, and organisations**, we aim to deepen our understanding of the interconnectedness of First Nations

cultures. These relationships will guide our approach and encourage wider engagement with reconciliation across Cleancorp. Our goal is to grow with integrity, ensuring Cleancorp is a trusted partner for First Nations peoples within our team, with our clients, and in the communities we serve.



# Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	May, 2025	DMS, NOM & GM
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May, 2025	DMS
	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May, 2025	DMS
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2025	GM & CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2025	DMS & MM
	Communicate our commitment to reconciliation to all staff.	From May 2025 - ongoing	DMS & GM
<b>3. Promote reconciliation through our sphere of influence.</b>	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June, 2025	DMS, MM, NOP & CEO
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June, 2025	DMS & MM
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	Research best practice and policies in areas of race relations and anti-discrimination.	July, 2025	DMS & MM
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August, 2025	DMS & NOP

# Respect

Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September, 2025	NOM & GM
	Conduct a review of cultural learning needs within our organisation.	October, 2025	DMS & MM
<b>5. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May, 2025	DMS
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May, 2025	DMS & MM
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	From May 2025 - ongoing	DMS & MM
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June, 2025	DMS
	RAP Working Group to participate in an external NAIDOC Week event.	June, 2025	GM & NOM

# Opportunities

Action	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	August, 2025	GM & CEO
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September, 2025	GM, NOM & CEO
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	October, 2025	MM & CEO
	Investigate Supply Nation membership.	November, 2025	MM & CEO



# Governance

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	Form a RWG to govern RAP implementation.	May, 2025	DMS
	Draft a Terms of Reference for the RWG.	May, 2025	DMS
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May, 2025	DMS & MM
	Define resource needs for RAP implementation.	May, 2025	DMS
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	Engage senior leaders in the delivery of RAP commitments.	May, 2025	DMS & MM
	Appoint a senior leader to champion our RAP internally. Senior leader / champion appointed – General Manager, Sally Hunt.	May, 2025	DMS, MM & CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May, 2025	DMS & NOM
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	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 annually	DMS
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	DMS
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September annually	DMS
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia's website to begin developing our next RAP.	September, 2025	DMS

The background is a solid teal color with a dense, repeating pattern of stylized botanical elements. These include various leaves, stems, and circular motifs, all rendered in a lighter shade of teal. The pattern is intricate and covers the entire surface.

cleancorp<sup>®</sup> ✦

*All photographs of Melbourne Indigenous Transition School students included in this RAP were taken by photographer **Paul Barcham** and are used with permission from MITS and the individuals depicted. These images are licensed to Cleancorp for the purpose of this RAP.*



**Contact details:**

Lani Johnson  
Digital Marketing Specialist  
Phone: 0438909066  
Email: [lanij@cleancorp.com](mailto:lanij@cleancorp.com)

cleancorp<sup>®</sup> 