



Reconciliation Action Plan.

APRIL 2023 – APRIL 2024

Five Senses Coffee acknowledges the Traditional Custodians of Country across Australia.

We recognise and respect Aboriginal and Torres Strait Islander Peoples continuing connection to lands, waters, and communities.

We pay our respects to Elders past and present.

We acknowledge the lands on which Five Senses offices and roasteries are located on and respect the Local Nations historical culture, beliefs, and relationships with Country.



Artwork by
Yabini Kickett



CONTACT DETAILS

Jason Gray

Five Senses CEO
08 9528 6200
jason.gray@fivesenses.com.au

Welcome.

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

Five Senses 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 programs 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 Five Senses 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 Five Senses, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



Karen Mundine

Reconciliation Australia CEO

Photo: Joseph Mayers



What We Do.

Five Senses is a wholesale coffee roastery impacting people positively through specialty coffee.

We import green coffee beans from around the globe, roast daily from our roasteries in Western Australia and Victoria, and deliver freshly roasted coffee to all states and territories in Australia.

We primarily supply coffee to specialty cafes but also sell our coffee online and through grocery stores.

In addition to coffee, we sell other consumable products (tea, drinking chocolate, chai, etc.), accessories to assist in coffee preparation (scales, tampers, etc.), and coffee-making equipment (espresso machines, grinders, brewing equipment).

We currently employ eighty staff, with one of our employees identifying as a First Nations person.

We have seven office locations across the country.



Our RAP.

Five Senses was established (and is still 100% owned) by Dean & Stacey Gallagher. From its foundation the Gallaghers established the mission of the business would be to Impact People Positively.

Over the years this mission has developed and within our industry, we have strived to grasp opportunities that allow us to impact across each set of hands in the journey of specialty coffee.

From producers to our own staff, our family of cafe owners and baristas to the coffee-loving community that nurtures them.

We recognise that in addition to being part of the specialty coffee industry, we are also part of the Australian community.

We believe there is an important need for the non-Indigenous peoples of Australia to have better relationships with and understanding of Aboriginal and Torres Strait Islander peoples, and we would like to do our part in contributing to this improvement.

Our part in this reconciliation journey so far has been very limited. In 2020, one of our staff members, Chris Jackson, highlighted to senior management the new addressing

system being recognised by Australia Post which included the listing of Traditional Place Names. We then adjusted our addresses online and in our email signatures to include Traditional Place Names.

After this change was implemented, another staff member, Mark Knapp, brought the Reconciliation Australia Reconciliation Action Plan (RAP) process to the attention of senior management, which led us to begin this process of developing our first-ever Reflect RAP.

At this stage, we have formed a RAP Working Group (RWG) with representation from all of our work locations. The RWG is being led by our CEO, Jason Gray, and has the full support of the owners and executive of the business.



Dean Gallagher
Five Senses Founder & Owner



RAP Working



Jason Gray
Five Senses CEO



Nicole Novak
WA Sales Manager



Shaun Gionis
VIC Roasting Supervisor



Zoe Tulloch
Sales & Account Manager

Group.

Relationships.

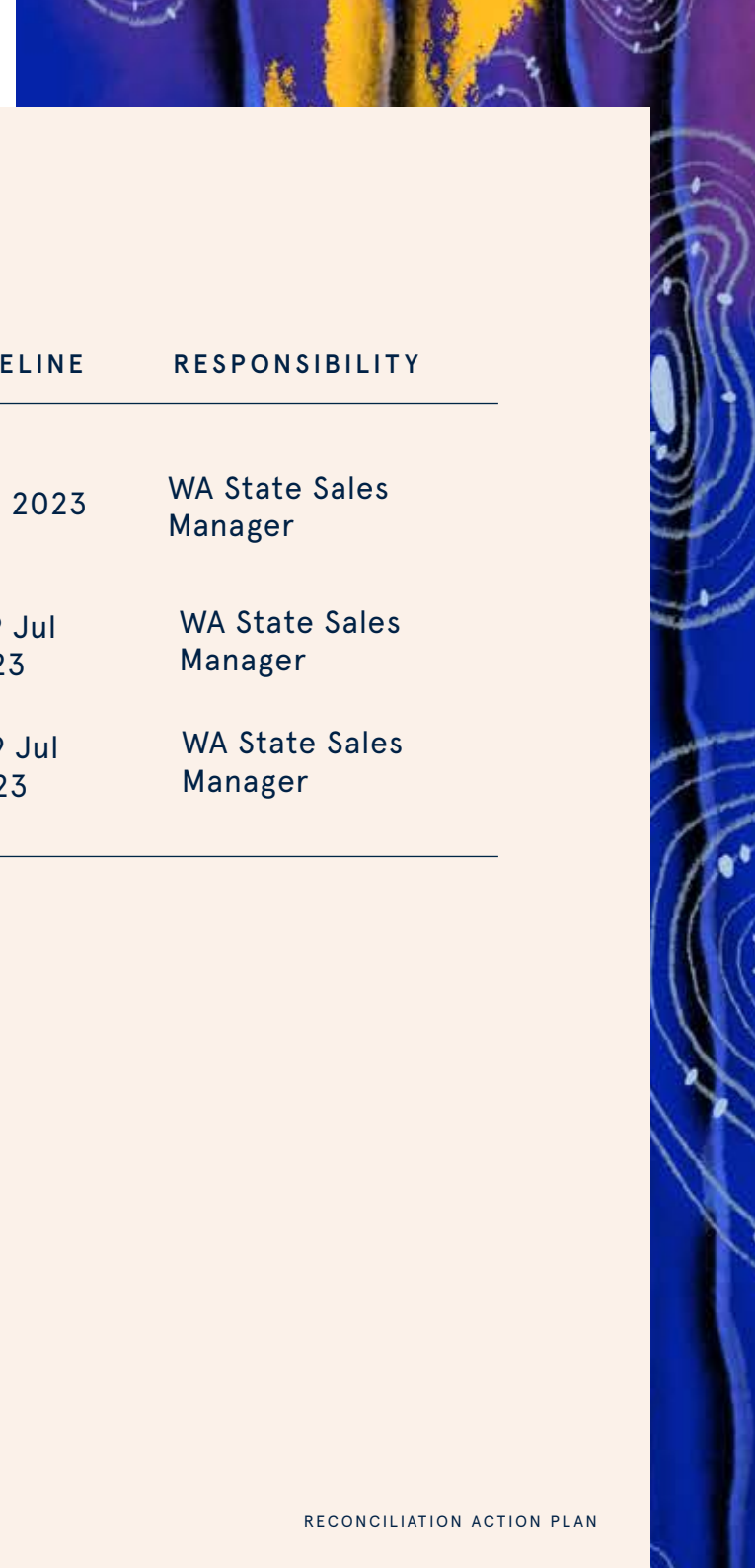
ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<p>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</p>	<p>Apr 2023</p>	<p>CEO</p>
	<p>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<p>May 2023</p>	<p>VIC Sales & Account Manager</p>
<p>Build relationships through celebrating National Reconciliation Week (NRW)</p>	<p>Circulate Reconciliation Australia’s NRW resources and reconciliation materials to our staff.</p>	<p>Apr 2023</p>	<p>VIC Marketing Coordinator</p>
	<p>RAP Working Group members to participate in an external NRW event.</p>	<p>27 May - 3 Jun 2023</p>	<p>VIC Marketing Coordinator</p>
	<p>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</p>	<p>27 May - 3 Jun 2023</p>	<p>VIC Marketing Coordinator</p>



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Oct 2023	CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Apr 2023	VIC Marketing Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Apr 2023	VIC Marketing Coordinator
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Apr 2023	NSW Workshop Technician
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	May 2023	NSW Workshop Technician

Respect.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p>	<p>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.</p>	Nov 2023	WA State Sales Manager
	<p>Conduct a review of cultural learning needs within our organisation.</p>	May 2023	WA State Sales Manager
<p>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p>	<p>Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area.</p>	May 2023	WA State Sales Manager
	<p>Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</p>	May 2023	WA State Sales Manager



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
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.	Jun 2023	WA State Sales Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	2-9 Jul 2023	WA State Sales Manager
	RAP Working Group to participate in an external NAIDOC Week event.	2-9 Jul 2023	WA State Sales Manager

Opportunities.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Increase employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<p>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</p>	<p>May 2023</p>	<p>VIC Roaster</p>
	<p>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</p>	<p>Apr 2023</p>	<p>VIC Roaster</p>
<p>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<p>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</p>	<p>May 2023</p>	<p>VIC Marketing Coordinator</p>
	<p>Investigate Supply Nation membership.</p>	<p>May 2023</p>	<p>VIC Marketing Coordinator</p>

Governance.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Maintain and support the RAP Working Group to govern RAP implementation.	Feb 2024	CEO
	Draft a Terms of Reference for the RAP Working Group.	May 2023	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RAP Working Group.	May 2023	CEO
Provide appropriate support for effective implementation of RAP commitments.	Define resources needs for RAP implementation.	May 2023	CEO
	Engage senior leaders in the delivery of RAP commitments.	May 2023	CEO
	Appoint a senior leader to champion our RAP internally.	May 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2023	CEO



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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.	Jun 2023	CEO
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.	1 Aug 2023	CEO
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sep 2023	CEO
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Dec 2023	CEO

Behind the Art.



Yabini Kickett
@yaabinii

Photo: Emma Daisy

Yabini Kickett (Esther McDowell) is a descendant of the Kickett and Hayden families in the Bibulmun/Noongar Nation.

Having grown up with an artist and poet mother, as well as a photographer and conservationist father, her practice is heavily rooted in language, endemic plants, family, totemic relations and found objects from country.

During her childhood she and her sister would often go bush with their parents in search of native orchids, naturally they have featured in much of her work, holding much personal and cultural importance to her.

Five Senses commissioned Esther (Yabini) to create a piece of art that was a representation of the geology, soil composition and ecology of Noongar country (the country Five Senses was founded upon).

"I felt this was an appropriate route to go down as all our food and culture stems from the ground and is the starting place for all life here," Esther says, "With coffee also being the starting place for many

people's days, conversations, and social interactions."

The artwork prominently features a spider orchid, a personal favourite of Esther's, this endemic flower holds important cultural and ecological value to the Noongar people.

There are many different varieties of the spider orchid within Noongar country. They're important culturally and environmentally as indicators of a healthy ecosystem. They're reliant on the presence of specific fungi with soil, only choosing perfect conditions to grow, without one aspect of their needs they will not thrive.

Recently, hundreds of spider orchids were stolen from Kings Park by poachers, which is terrible as they likely won't survive outside of the care provided by knowledgeable staff (for some of the plants this was the first time they'd been grown in captivity).