

Reflect Reconciliation Action Plan

JANUARY 2024 - JUNE 2025

TEMPLE &
WEBSTER





ACKNOWLEDGEMENT OF COUNTRY

Temple & Webster Group acknowledges the Traditional Owners and Custodians of Country throughout Australia. We recognise their enduring connection to the lands, the waterways, and the skies.

We acknowledge the Gadigal and Wangal people, on whose lands our corporate head office is located, as well as all other First Nation Countries we operate across.

We pay our respects to Elders past, present and to all Aboriginal and Torres Strait Islander peoples.

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A message from our Chief Experience Officer and Co-founder



On behalf of Temple & Webster, it is my great pleasure to introduce our Reflect Reconciliation Action Plan (RAP). This plan is our critical first step, in what I hope, is an important and rewarding journey for years to come.

Temple & Webster's vision is to make the world more beautiful. We are dedicated to the home and the spaces where we live and work.

First Nations people have called this place home for over 65,000 years. With this in mind, it is with deep respect that every day we acknowledge the Traditional Owners and Custodians of Country throughout Australia.

At Temple & Webster, we don't just believe in equality, diversity and respect – we live it through our intentions, actions and words – and have done so since day one. We are a young company, founded in 2011, but we are proud to have become Australia's leading pure play online retailer for furniture, homewares and renovations.

With leadership comes responsibility. We embrace our responsibilities to learn, build relationships, foster respect, create opportunities and to continually be better. Our RAP is designed to guide, educate and encourage us to learn and grow. Our RAP will also hold us accountable, ensuring our words are backed by action.

As with everything we do at Temple & Webster, there's a passionate and dedicated team standing behind our commitments. Our RAP Working Group is working with expert consultants at Murawin to crystallise our good intentions into real-world actions. We are all incredibly proud to have begun our reconciliation journey.

Adam McWhinney
Chief Experience Officer and Co-founder

Statement from CEO of Reconciliation Australia



Inaugural Reflect RAP

Reconciliation Australia welcomes Temple & Webster Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Temple & Webster joins a network of more than 2,200 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 Temple & Webster 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 Temple & Webster, 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

THE ARTWORK

Journey Home



'Journey Home' celebrates the diverse ways that Aboriginal and Torres Strait Islander peoples, along with all other Australians, live. The artwork champions the breathtaking beauty, the deep ancestral roots, and the meaningful connection to the land that weaves through the diverse landscapes and settings of Country.

The artwork symbolises the profound and enduring bond between Aboriginal and Torres Strait Islander people and Country. It pays homage to the shared spiritual and cultural reverence for this significant connection.

'Journey Home' encapsulates the themes of home, sanctuary, and safe places. It highlights the importance of space where First Nations communities feel supported, protected, and empowered.

Lastly, the artwork represents Temple & Webster's commitment to honouring and celebrating connection to Country while promoting understanding, respect and reconciliation between Aboriginal and Torres Strait Islander people and all other Australians.

ABOUT THE ARTIST

Alysha Menzel

Alysha is a First Nations creative and a proud descendant of the Samsep people from Erub Island in the Torres Strait. Utilising storytelling as a powerful tool, her artistic practice is shaped through the lens of her cross-cultural identity, weaving considered ideas that encourage conversation and connection.

With a diverse range of skills, a deep affinity for Country, and an unwavering commitment to a better world, Alysha brings a unique perspective to her creative endeavours. Her work reflects a rich and varied heritage that interweaves tradition with the contemporary as she explores the various facets of her identity and draws inspiration of the beauty of our natural world.

At the heart of her artistic expression is a sense of creative fusion and spirit of curious exploration. Her artistic path began with illustration from a young age, leading to a passion for photography and ultimately guiding her into the world of design. Grounded in a multi-skilled foundation, her creative process is rooted in technical expertise and a methodical approach, offering a dynamic interplay with the often vibrant and organic outcomes of her work.



“I extend heartfelt gratitude to Temple & Webster for inviting me to join them on their reconciliation journey. The creation of art consistently brings me immense joy, and I am delighted to draw inspiration from their story and ours to craft this artwork. For myself, art has consistently represented self-discovery, the nurturing of connections, continuous learning, and wonder. The artwork 'Journey Home' was no different and I hope everyone can connect with the artwork in their own way. I am truly pleased to have been a part of this journey with such a wonderful group of people.”



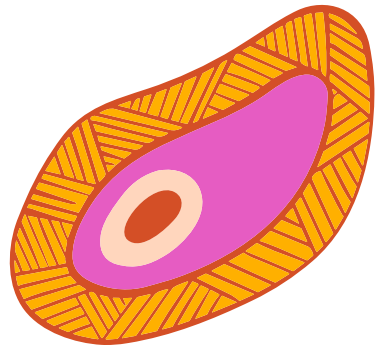
ABOUT THE ARTWORK

Symbolism

The variation in colour, lines, and marks is symbolic of the diverse people and Country that make up Australia. The rounded abstract forms symbolise our homes and their diversity. Within these forms are representations of people and reflections of belonging, sanctuary, safety, and security. The background includes layered lines and dot work to signify the heritage and meaningful connections to Country. The variety of patterns and colours also symbolises the diversity of the Country.

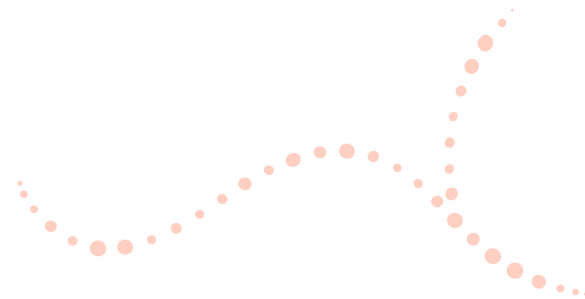
Home

Imagery and abstraction that symbolises people and their connection to home. The imagery reflects a sense of belonging, sanctuary, and safe spaces.



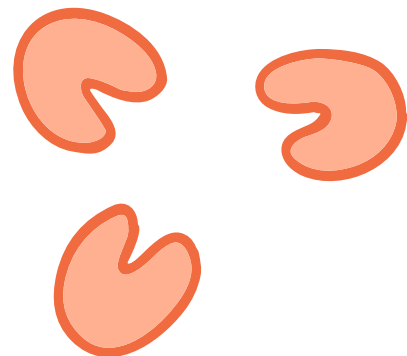
Pathways

The interconnected dot lines, weaving between the homes, serve as pathways that guide the diverse journeys of people across Australia.



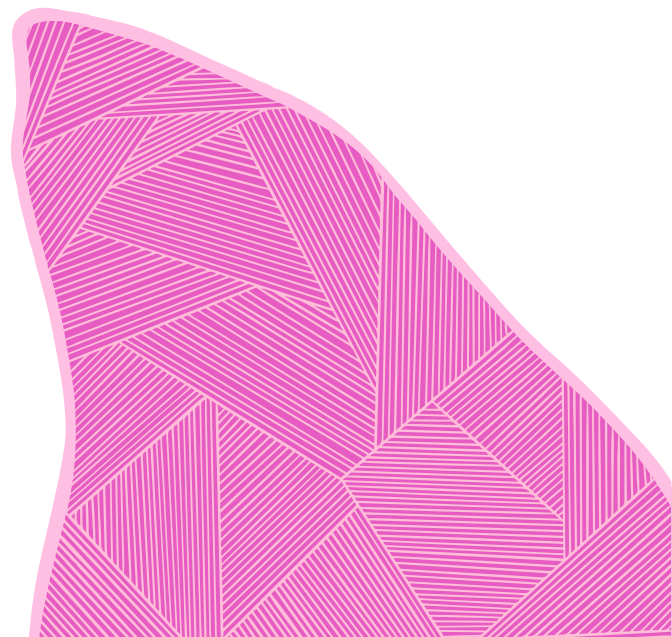
People

The U-shaped symbols represent people in their homes and during their journeys to and from them. The U-shape derives from the mark left on the earth after someone sits cross-legged.



Country

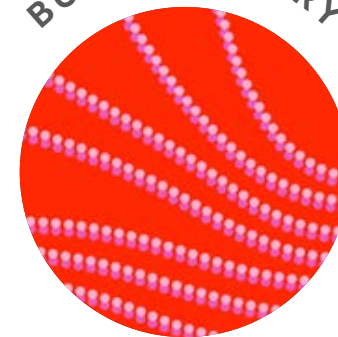
The variety of layered lines and dot work signifies the beauty, heritage, and meaningful connections to Country across Australia, as well as the diversity of the people within each nation and community. The represented Country includes Saltwater, Freshwater, Desert, Bush, and Rainforest.



ABOUT THE ARTWORK

Country

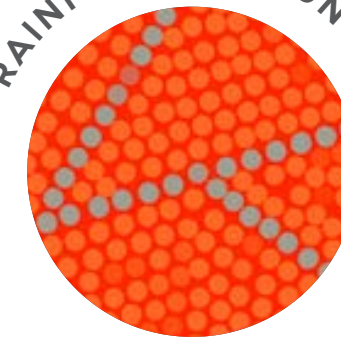
BUSH COUNTRY



FRESHWATER COUNTRY



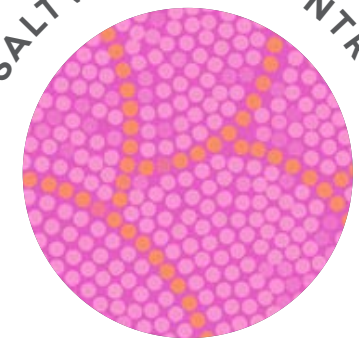
RAINFOREST COUNTRY



DESERT COUNTRY



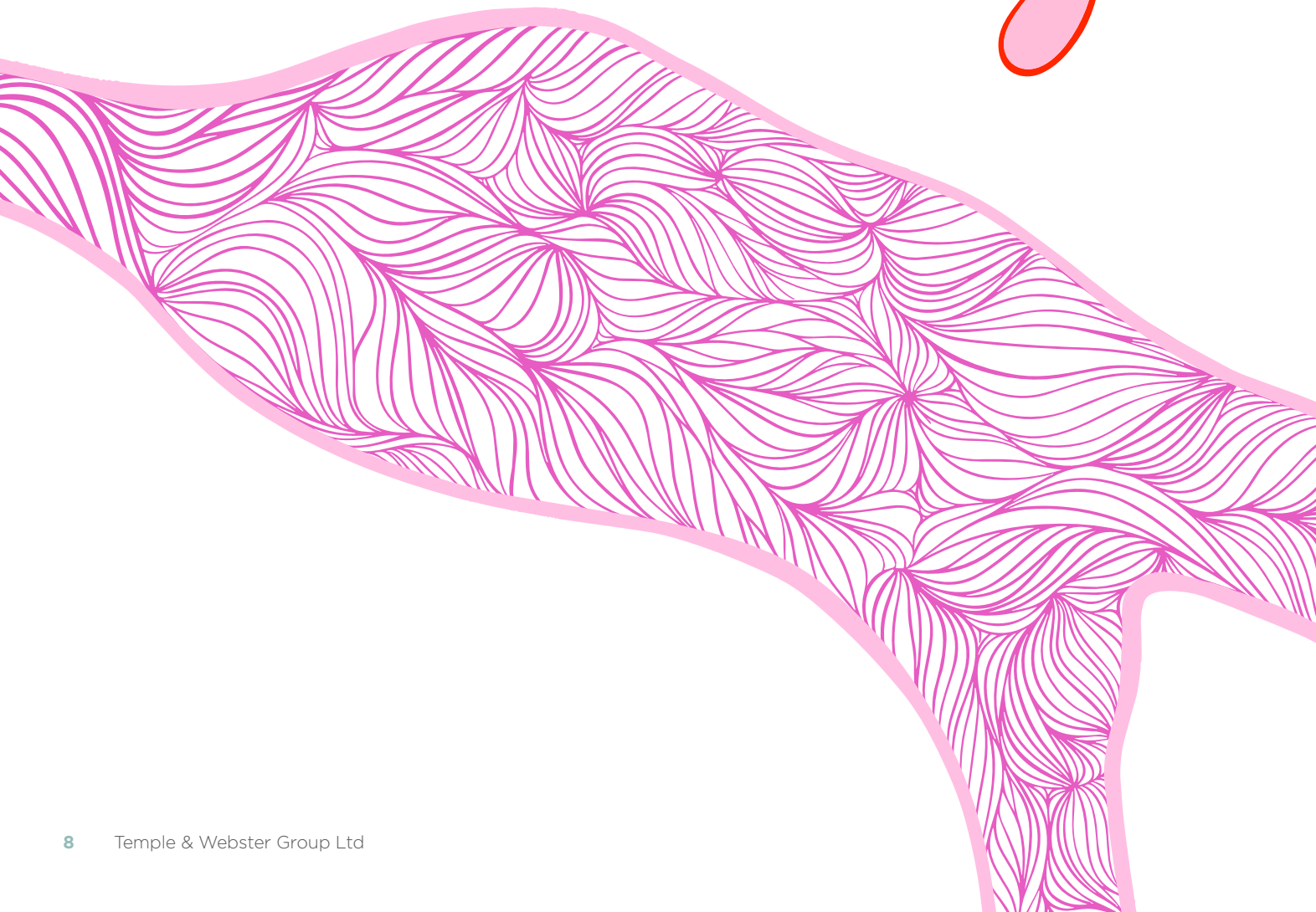
SALTWATER COUNTRY



Our Business

At Temple & Webster, we're passionate about helping everyone create beautiful spaces to live and work in. As Australia's leading pure play online retailer of furniture, homewares and renovations, we're proud to offer the best range of products, inspiring content, fast shipping, and exceptional customer service. We work with hundreds of local suppliers across the country and also partner with overseas suppliers to bring unique products that you won't find anywhere else.

We're a growing company with 194 employees based in Eora (St Peters, New South Wales). Currently, we are unaware of how many of our employees identify as Aboriginal and Torres Strait Islander people, but through this RAP, we will investigate culturally appropriate ways to build this understanding.



Our RAP

Why are we developing this RAP?

At Temple & Webster, inclusivity is one of our core values. That's why we're thrilled to begin our RAP journey.

Our vision is for an Australia that acknowledges and accepts the past wrongs and their impact. This means being truthful and accurate in our representation of First Nations peoples and their stories, and building authentic and respectful relationships with First Nations communities.

While the Temple & Webster name honours the resourcefulness, craftsmanship and teamwork of convict artisans, reconciliation means acknowledging and accepting the colonial history associated with our identity.

We're committed to educating ourselves and our customers about First Nations cultures, rights, and experiences, and building authentic, enduring and meaningful relationships with First Nations peoples. To do this, we'll be engaging with local councils, arts, language, and cultural centres, and First Nations consultants.

Who are our RAP champions, and how did we develop this RAP?

Our commitment to our RAP is all-encompassing and our whole business will be engaged to bring our RAP to life. Leading the way is our RAP Working Group (RWG), comprised of:

- Adam McWhinney - Chief Experience Officer and Co-founder
- Aidan Brohier - Head of Quality, Compliance and Sustainability
- Billie Fowler - People and Culture Manager
- Eliza Adams - Category Manager
- Kristin Bengtsson - Head of Brand Marketing
- Selma Nada Rajah - Content Manager
- Sonia Chand - Sustainability Officer

The development of our RAP began with our cross-functional RWG coming together to collaborate, identify key priorities, and establish a roadmap for advancing reconciliation within our organisation. As no one in the group identifies themselves as Aboriginal or Torres Strait Islander, we sought the guidance of Murawin, an independent external First Nations consultancy certified by Supply Nation. With the support of Lead Senior Consultant, Brian Arley, and Social Impact & Engagement Consultant, Terri Lethlean, we deepened our understanding of engaging with First Nations stakeholders and fostering community development through collaborative and creative initiatives.

We undertook several in-person and online workshops to discuss the RAP, deliverables and what we can best do as an organisation. Given our company name and association with colonial narratives, we see this RAP as an opportunity to build relationships with First Nations stakeholders and organisations to broaden the Temple & Webster narrative and celebrate the enduring story of Country, Kin and Culture.

We're passionate about making a tangible contribution to the advancement of reconciliation, and we'll continuously explore ways to close the gap through our business and spheres of influence.

Our Reconciliation Journey

OUR RECONCILIATION JOURNEY

The following outlines what we have done in the reconciliation space to date.

Acknowledgement of Country

Murawin delivered an Acknowledgement of Country workshop, led by a First Nations facilitator. The workshop helped us develop a deeper understanding of what Country is, and the significance of Country for First Nations Australians. We learned about different types of acknowledgements and developed our own specific Acknowledgement of Country to use across our main communication platforms.

Following the workshop, we established an Acknowledgement of Country working group to develop our Acknowledgement of Country. Our Acknowledgement of Country is now published across our major communications channels.

NAIDOC Week campaigns

In 2022, we celebrated NAIDOC Week by featuring some incredible First Nations artists on our site. At the time of writing this RAP, we're proud to have 25 First Nations artists represented on our site.

It was important to us to ensure that these artists were portrayed in a way that was authentic and respectful, so we worked closely with our suppliers to involve the artists themselves in fact-checking and approving all content assets for accuracy and cultural protocol.

Our campaign included four Instagram Stories and four Pinterest Pins that highlighted the stories and selected artworks of four First Nations artists. Additionally, we sent out a dedicated customer email that showcased the four artists and shared their stories and the stories behind their works. We're excited to say that this was the first time we did it from this editorial angle.

We're committed to continuing to showcase and celebrate the incredible talent of First Nations artists, and we look forward to finding even more ways to do so in the future.

Smoking Ceremony and Welcome to Country

At the end of 2022, we moved into our new Eora (St Peters, NSW) office. Brendan Kerin, skin name Japangardi, a cultural representative of the Metropolitan Aboriginal Land Council, welcomed through a Smoking Ceremony and Welcome to Country. Brendan shared with us the importance of the ceremony, right down to the types of leaves that were used. His personal story of re-discovering his identity by returning to Country was incredibly moving, and it really helped us appreciate the deep connections First Nations people have with the land. We are so grateful for this opportunity to learn and connect with First Nations culture.

Critical Friend Workshops

Throughout the development of our RAP, Murawin supported us as our 'Critical Friend' and facilitated discussions around various topics to help us develop our Reflect RAP. Some of these topics included respecting cultural protocols, job parity, cultural safety, and the use of First Nations terms and languages in professional and everyday situations. These workshops have provided an opportunity for our team to reflect, ask questions, start building out the learning resources we need and scope how as a business can drive social and cultural change.

Our Reconciliation Commitments



RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	May 2024	Sustainability Officer
	<ul style="list-style-type: none"> Research and document best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	October 2024	Lead Sustainability Officer Support Category Managers
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to all Australian-based staff. 	April 2024	Lead Sustainability Officer Support Diversity & Inclusion Committee
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May – 3 June 2024	Lead Sustainability Officer Support RAP Working Group
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in an external event to recognise and celebrate NRW. 	27 May – 3 June 2024	Lead People & Culture Manager Support Diversity & Inclusion Committee
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	February 2024	Lead Sustainability Officer Support Diversity & Inclusion Committee
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	August 2024	Category Managers
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	August 2024	Lead Sustainability Officer Support RAP Working Group
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research and document best practice and policies in areas of race relations and anti-discrimination. 	March 2024	People & Culture Manager
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	May 2024	People & Culture Manager



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.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	March 2025	Sustainability Officer
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	August 2024	Head of Learning & Capability
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area in St Peters, New South Wales. 	May 2024	Office and Facilities Manager
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	April 2024	Lead Sustainability Officer Support RAP Working Group
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	August 2024	Lead Sustainability Officer Support Diversity & Inclusion Committee
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2024	Lead Sustainability Officer Support Diversity & Inclusion Committee
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July 2024	Lead Sustainability Officer Support RAP Working Group

Our Reconciliation Commitments



OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	September 2024	Lead Sustainability Officer Support Diversity & Inclusion Committee
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	March 2024	People & Culture Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	August 2024	Lead Category Manager Support Office and Facilities Manager
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	October 2024	Lead Category Manager Support Office and Facilities Manager



GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain a RWG to govern RAP implementation. 	January 2024	Sustainability Officer
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	January 2024	Sustainability Officer
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	January 2024	Sustainability Officer
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	February 2024	Sustainability Officer
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	February 2024	Chief Experience Officer
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	February 2024	Sustainability Officer
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	February 2024	Sustainability Officer
	<ul style="list-style-type: none"> 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	Sustainability Officer
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	1 August, annually	Sustainability Officer
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September, annually	Sustainability Officer
	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	October 2024	Sustainability Officer



Smoking Ceremony led by Brendan Kerin



CONTACT DETAILS:

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Position: Sustainability Officer

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