

Moving Forward as One Community,
Tarryn Anno

FCM

First Nations Engagement

Becoming Agents for Meaningful Change

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Reconciliation in Action

FCTG is currently developing our second Innovate Reconciliation Action Plan (RAP) which outlines actions for achieving our vision for reconciliation and is endorsed by Reconciliation Australia.

Over the next two years, we hope to increase cultural awareness education for our staff and leaders, and develop collaborative initiatives that support Aboriginal and Torres Strait Islander employees and communities.

Ways in which we have already put reconciliation into action include:

- We donated **\$65,000 to FareShare's Meals for the Mob in 2025** to provide targeted, culturally-appropriate food relief to remote Indigenous communities experiencing food insecurity.
- We contributed **\$1,500 to the GIVIT Indigenous Appeal** in August 2022.
- We have **donated 355 laptops, 25 desktops, and 10 servers** to First Nations communities across the Northern Territory.
- We partner with Indigenous-owned Baidam Solutions and other 'profit for good' organisations.
- We commissioned a painting by Judi Sutton, a proud Kalkadoon woman to tell the FCTG story for our 40th birthday in 2022.
- **FCTG spent approximately \$2.8m with over 39 indigenous-owned suppliers**
- Current Flight Centre Foundation charity partners The Pyjama Foundation have Reconciliation Action Plans and initiatives.
- We are a member of Supply Nation and have implemented Indigenous-owned software platform, Weavr, to better track and report on Indigenous supplier usage.
- We actively promote, sponsor, and participate in National Reconciliation Week and NAIDOC Week Activities.
- We donated \$10,000 in August 2022 to QCF Deadly Choices Fund, which focuses on Aboriginal Health.
- FCTG employs 26 indigenous staff members across Australia, representing about 0.47% of the total Australian workforce.

Our First Nations Inclusion Leader, Lynne Mailata, is a descendant of the Yirrganydji People in Gimuy, Cairns, and is fast-tracking a number of initiatives to increase Indigenous engagement within our workplace, including a First Nations Yarning Circle. Lynne will be working alongside our employees to encourage an inclusive workplace and to celebrate the rich and diverse cultures of our Country, and to take ownership of the 15 actions and 58 deliverable outcomes within our Reconciliation Action Plan.

A copy of our most recent Reconciliation Action Plan is [available here](#).

Indigenous Community Initiatives

FCTG and our philanthropic arm, The Flight Centre Foundation, are committed to supporting Indigenous communities, particularly those throughout regional and remote Australia.

The Foundation has contributed approximately AUD \$20 million to a range of charities and not-for-profits, with close to AUD \$200,000 donated this financial year. This includes matching dollar-for-dollar any donations made by FCTG employees that participate monthly pre-tax payroll deductions, which goes to charities and not-for-profits of our employees' choice.

Fare Share – Meals for Remote Indigenous Communities

In partnership with **Fare Share**, the Foundation supplies culturally appropriate meals to remote communities in far North Queensland, including prenatal meals for expectant mothers.

The Foundation donated \$65,000 to Meals for the Mob in 2025, which was developed in consultation with First Nations services to provide targeted, culturally appropriate food relief to remote Indigenous communities experiencing food insecurity.

We're also coordinating at least ten volunteer groups per year to participate in "Meals for the Mob" cooking events at Fare Share's Brisbane and Melbourne sites, which feature the largest charity kitchens in the Southern Hemisphere.

Other Initiatives

In the past two years, the Foundation and FCTG have made further contributions to Indigenous communities through:

- Donation of 355 laptops, 25 desktops, and 10 servers to First Nations communities across the Australian Northern Territory.
- Financial support for local appeals and fundraisers, including \$10,000 in August 2022 to QCF Deadly Choices Fund, which focuses on Aboriginal Health, and \$1,500 to the GIVIT Indigenous Appeal in August 2022.
- Supporting the Pyjama Foundation, whose members include a large percentage of Indigenous children in foster and residential care, through donations, volunteering, individual fundraisers, and gifting.





First Nations Employee Engagement

Based on an anonymous survey of FCTG Australia employees, 1.2% of FCTG Australia and nearly 2% of FCM Australia's employees identify as Indigenous.

This figure is based on a voluntary tick-box in our payroll systems where FCTG Australia's staff members can self-identify as Indigenous. As we do not mandate that our employees self-identify as Aboriginal or Torres Strait Islander, this figure is likely to be higher.

We recognise that attracting and retaining Aboriginal and Torres Strait Islander employees requires more work to provide a more inclusive workplace for our staff that identify as Aboriginal and Torres Strait Islander.

To that end, FCTG has:

- Engaged an Indigenous employment consultant to help us develop an Indigenous Employment and Retention Strategy
- Created a RAP Working Group that includes 33% Indigenous representation
- Released cultural awareness training for existing employees, which was a mandatory requirement delivered via our online training portal, Compass
- Introduced Yarning Circles, so Indigenous employees can connect, network, and share experiences and advice across our brands

FCTG also intends to improve our employment practices and offer more specific internal support tools for Aboriginal and Torres Strait Islander staff. To achieve this, we are working to create Sustainability and Recruitment Policies that will increase Indigenous recruitment and employment pathways, and aid in staff retention.

We are also developing four new learning and development modules to increase cultural awareness for all staff, with later modules targeting our leadership teams to reduce unconscious bias in the workplace and enhance Indigenous employment pathways.

Creating Learning and Employment Pathways

As a registered training organisation, we have a unique opportunity to create genuine career pathways for Indigenous Australians.

In early 2024, we had 26 students that identify as Indigenous attending our **Flight Centre Travel Academy** to earn a Certificate III in Travel and Tourism, with opportunities for placement across our leisure and corporate businesses on completion.

We also work closely with **The Murri School** and are developing traineeship and education pathways for these students on completion of their high school studies.

These activities will be expanded further with the completion of our Indigenous Employment and Retention Strategy.

Enhanced Supplier Engagement

In the last financial year, FCTG actively supported over 30 Indigenous-owned suppliers, spending approximately AUD \$5.8 million annually with these businesses.

We are also working to increase engagement with social enterprises and Indigenous suppliers through our group procurement function and are developing a new Indigenous Procurement Strategy to increase this spend further.

Other ways we have enhanced our Indigenous supplier engagement include:

- Becoming a member of Supply Nation to increase our usage of Indigenous suppliers.
- Partnering with Indigenous-owned Baidam Solutions and other 'profit for good' organisations.
- Implementing Weavr, an Indigenous-owned software system allowing us to better track and report Indigenous supplier usage within our Procurement division.

Increasing Indigenous Supplier Usage with Corporate Customers

To increase Indigenous supplier participation across your travel program, FCM proposes the following:

- Sourcing negotiated rates/terms with Indigenous-owned accommodation providers in locations that our corporate travellers have engaged previously, and making these rates available via online and offline booking tools as 'preferred suppliers'.
- Working with third parties like The Hotel Network (THN) and our internal hotel aggregator tool to prioritise Indigenous-owned properties in online and offline booking tools, so travel bookers can make more informed decisions.
- Partnering with larger hotel chains that have strong Indigenous participation programs and/or recruitment strategies of their own where Indigenous-owned properties may not be available (e.g. in capital cities).

FCM is ready to provide guidance on available hotel and car companies that have established Indigenous participation and targets. We already conduct regular RFP's and surveys of our supply chain, and in our 2023 assessment, we confirmed that **22% of our land suppliers have a First Nations Procurement Plan, and 35% have a First Nations Employment Plan.**

We are also enhancing our accommodation aggregator tools, so that bookers can see highlights and symbols that encourage bookings with providers that have strong sustainability, Indigenous engagement, or other ESG practices.

