

JOURNEY BEYOND

# REFLECT

RECONCILIATION ACTION PLAN

*May 2025 – September 2026*



RECONCILIATION  
ACTION PLAN

REFLECT





# Acknowledgement of Country

Journey Beyond acknowledges the Traditional Owners and Custodians of the lands and waters on which we operate. We recognise and respect their deep connection to Country, their rich cultures, and their enduring care for the places in which we travel.

As we travel across this vast and ancient land, we pay our respects to Elders past and present, extending that respect to all First Nations peoples.







# Towards a Shared Future



At Journey Beyond, we believe experiencing Australia is more than just travelling through incredible landscapes - it's about having authentic, immersive experiences and making meaningful connections with the cultures and communities we meet along the way.

This country we are privileged to explore has a history stretching back over 60,000 years and is shaped by the world's oldest living cultures. Through our Reconciliation Action Plan (RAP), we commit to honouring First Nations peoples, amplifying the richness and diversity of their cultures, and fostering meaningful opportunity and outcomes across their communities and their enterprises.

We are proud to have already established strong partnerships with the First Nations communities in many of the regions we operate. Our RAP is a further commitment to developing even deeper community connections, fostering a sense of pride in Australia's unique Indigenous cultures, and to creating a more inclusive future. As Australia's leading experiential tourism company, we are in a unique position to ensure that the stories, knowledge, and traditions of First Nations peoples are celebrated and respectfully woven into the incredible experiences we share with our guests.

As we embark on this journey and work towards the goals set out in our RAP, we look forward to strengthening our relationships, deepening our understanding and creating even further opportunity for and with First Nations peoples across Australia.

**Chris Tallent**  
**Chief Executive Officer**  
**Journey Beyond**



# Statement from CEO of Reconciliation Australia



## Inaugural Reflect RAP

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

Journey Beyond 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 Journey Beyond 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 Journey Beyond, 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 Artist



## Mali Isabel

Mali Isabel is an Arabana and Kokatha artist, living and practising on Kurna Land (Adelaide), Australia. In 2020, Mali graduated from a Bachelor of Arts (Primary Education) at Flinders University, going on to pursue a career as a practising artist.

Through her combination of traditional dot painting, her hallmark use of colour, and contemporary style, Mali creates bright and magical artworks that aim to spread joy and positivity, encourage meaningful conversations, and share personal stories and worldly experiences. By combining her passion for education and painting, Mali hopes to achieve a greater understanding of culture and equity through her rainbow artworks.

As a proud Arabana and Kokatha woman, Mali loves to draw inspiration from the land that surrounds her, capturing the environments and translating them into magical landscapes. Stories are deeply entwined in her paintings, many of which highlight feelings, themes, and experiences that transcend all cultures, races, and religions. The underlying goal of this is to embed the understanding that we are all human and deserve to be treated with equal respect and kindness.



# The Artwork

## Journey of Life, Light & Land



This artwork by Mali Isabel is about connection to Country, Aboriginal land and the importance of uniting communities through shared experiences with Journey Beyond. The piece features a symbolic meeting place, where people of all backgrounds come together to create shared memories they forever hold in their heart. The different meeting places in the artwork reflect key Australian landscapes, including Kurna Land, where Journey Beyond is based. The colour palette of dusty pinks, yellows, ocean blues, and lush greens—captures the diverse environments of the Northern Territory, Western Australia, and South Australia. Cultural symbols like waterholes (honoring Arabana Land and Kati Thanda), animal tracks, rivers, stars, and Uluru all convey movement, unity, and the shared human experience. The piece invites viewers to feel a sense of belonging, find personal connection, and be reminded that we are all journeying together under the same sky.









# Our Business

Journey Beyond is Australia's leading experiential tourism group with an extensive national footprint allowing us to showcase Australia's most unique and iconic experiences.

We take our guests beyond, curating unique experiences and igniting them in a way that only Journey Beyond can. Each of our award-winning experiences tells a story of place, designed to share these special places and shape lasting memories.

Journey Beyond's collection of rail journeys, tours, cruises and lodges are the kind that open the mind and free the spirit, immersing guests in unforgettable sights, flavours, sounds, and the signature service of an experienced, well-travelled operator.

We are privileged to operate 17 brands across Australia connecting guests to the land, and to each other. Our portfolio includes legendary rail journeys such as The Ghan, Indian Pacific, Great Southern, The Overland and Vintage Rail Journeys; premium outback adventures with Outback Spirit; eco-luxury lodge Sal Salis Ningaloo Reef; and wildlife immersion at Monarto Safari Resort. We also offer a collection of unforgettable water-based experiences including Cruise Whitsundays, Rottnest Express, Horizontal Falls Seaplane Adventures, Paspaley Pearl Farm Tour, Darwin Harbour Cruises and Journey Beyond Cruise Sydney. Rounding out the portfolio are Alice Springs Telegraph Station, and in Melbourne, Melbourne Skydeck and Eureka 89.

With operations across Australia, Journey Beyond employs almost 2,000 staff. Our headquarters are based on Kurna Land (Tarntanya/Adelaide), which is also located within 5km of our rail operation hub at the Adelaide Parklands Terminal. While our tours and experiences take place across the country, each operation has a local home base: Rottnest Express (Boorloo/Perth, WA), Horizontal Falls Seaplane Adventures and Paspaley Pearl Farm Tour (Rubibi/Broome, WA), Outback Spirit Tours (Garramilla/Darwin, NT and Bungambrawatha/Albury, NSW), Cruise Whitsundays (Airlie Beach/ Ngaro Country, QLD), Darwin Harbour Cruises (Garramilla/Darwin, NT), Cruise Sydney (Gadigal/Sydney, NSW), Eureka 89 and Melbourne SkyDeck (Narrm/Melbourne, VIC).

We believe a Reconciliation Action Plan is essential to deepening cultural understanding, fostering meaningful relationships, and respectfully connecting with the land we share through our travel experiences. We're committed to creating lasting opportunities for First Nations peoples across Australia.



# Our Reconciliation Action Plan

Journey Beyond has genuine respect for the histories, knowledge and cultures of Aboriginal and Torres Strait Island peoples, over whose traditional lands and waters we journey.

With our Reconciliation Action Plan, we aim to develop deeper community engagement and understanding, and with this commitment, we hope to honour tradition and forge shared pathways in the communities where we work and visit.

We seek to go beyond traditional corporate engagement by supporting and uplifting the communities connected to the areas in which we operate.

The formation of Journey Lightly, our Corporate Social Responsibility Program, acts as our guiding principle to remind us we are more than a travel company.

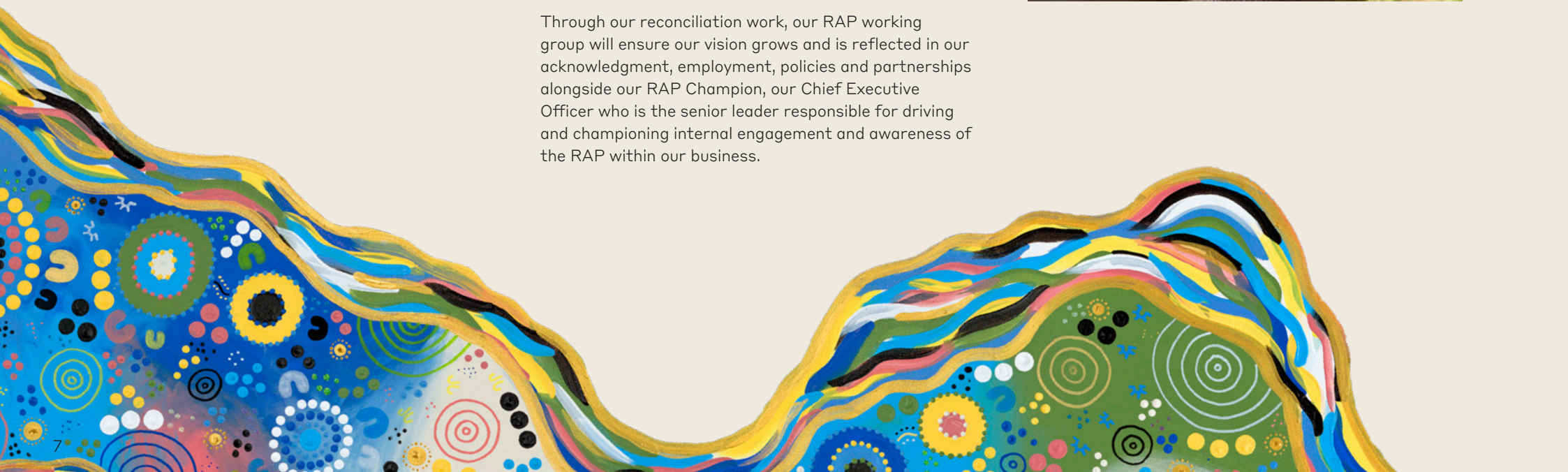
As we share the special places we are honoured to operate in, we do so with care, and we tread lightly. We are a true friend to the places we visit and to those we meet along the way, and we embrace the opportunity to make a positive contribution to the world around us.

Through our reconciliation work we will ensure our vision grows and is reflected in our acknowledgment, employment, policies and partnerships.

Team leads have been appointed across all divisions and business units within Journey Beyond to strengthen our understanding of reconciliation within the group.

Whilst this will be our first Reconciliation Action Plan, acknowledgment and representation of Aboriginal and Torres Strait Islander cultures has been a priority with several initiatives already in place across Journey Beyond.

Through our reconciliation work, our RAP working group will ensure our vision grows and is reflected in our acknowledgment, employment, policies and partnerships alongside our RAP Champion, our Chief Executive Officer who is the senior leader responsible for driving and championing internal engagement and awareness of the RAP within our business.







# Our Commitment to Reconciliation

At Journey Beyond, we acknowledge the significance of reconciliation and are dedicated to supporting and empowering Aboriginal and Torres Strait Islander peoples. Our Reconciliation Action Plan offers a framework that enables us to foster respect, build relationships, and create opportunities with Aboriginal and Torres Strait Islander communities. We will continue to enhance our cultural understanding, cultivating respectful relationships, and connecting with Country.

Prior to the launch of our RAP, Journey Beyond's First Nations engagement was guided by our broader Corporate Social Responsibility program, Journey Lightly. Focussed on the pillars of People, Place and Planet, Journey Lightly is our guiding principle and promise which reminds us that we are more than a travel company.

To strengthen our Journey Lightly program, we recognised the need to place a greater strategic focus on our First Nations engagement activities. To address this, Journey Beyond developed a dedicated First Nations Engagement Strategy, partnering with an experienced First Nations advisor with strong community connections to guide and support our efforts. As outlined on the following pages, our strategy is built around four key pillars that have been the focus of our efforts to date, that will now be integrated within our broader RAP commitments.



## Community Relationships

Build shared value relationships and partnerships with Traditional Owners and First Nations communities in the places we work.

We completed an audit of key Traditional Owner and First Nations community stakeholders across our suite of businesses and prioritised strengthening our relationships and identifying opportunities to support community aspirations and need. As a result, we are progressing a number of partnership opportunities ranging from sponsorship initiatives to co-designing cultural tourism products with Traditional Owners that enhance our guest experiences, promote and celebrate cultures and support local employment and enterprise development.

## Supplier Diversity

Support First Nations economic inclusion through maximising the engagement of First Nations businesses in our supply chains.

Future priorities include an audit of key supply chain opportunities that will be matched to prospective First Nations suppliers with a comprehensive database under development. Driving these outcomes has been the development of a dedicated First Nations Procurement Policy with system upgrades implemented to allow us to track our performance against this important metric.







## Career Pathways

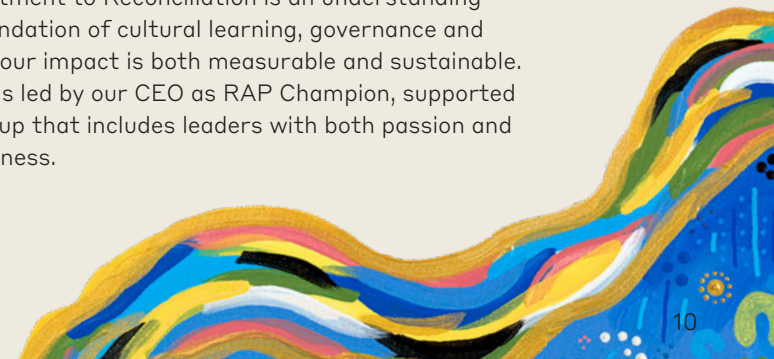
Increase First Nations representation in our workforce through sustainable and scalable employment pathways for First Nations people.

Journey Beyond directly employs 23 First Nations people across our group of businesses, with significantly more employment outcomes supported indirectly via our numerous supplier relationships. Journey Beyond is also supporting location specific training and employment programs aimed at growing the number of Traditional Owner tour guides leading our guest experiences. Our longer term vision is to create a national platform of pathways and opportunities for First Nations peoples to work in the tourism sector across the country.

## Reconciliation Journey

Promote, celebrate and amplify the richness and diversity of First Nations cultures with our customers, partners and people.

We recognise the unique opportunity our national platform of guest experiences provides to showcase positive stories and experiences with First Nations peoples, cultures, businesses and products. This adds unquestionable value to our guest experiences and provides an authenticity that can't be replicated. Central to our efforts is ensuring the inclusion of culturally appropriate Traditional Owner led content in our products and leveraging our marketing channels to promote stories of success. Underpinning our commitment to Reconciliation is an understanding that we must build a foundation of cultural learning, governance and accountability to ensure our impact is both measurable and sustainable. With this mind our RAP is led by our CEO as RAP Champion, supported by our RAP Working Group that includes leaders with both passion and influence across our business.









# Our Partnerships & Initiatives

Our commitment to deepen engagement with Aboriginal and Torres Strait Islander communities has developed across several areas.



## Journey Beyond Rail

Cultural experiences are being delivered by Aboriginal and Torres Strait Islander owned businesses incorporated throughout all rail itineraries. For the Great Southern, we offer a cultural experience at Coffs Harbour at Pacific Bay, while on the The Ghan there is the Standley Chasm tour, Nitmiluk Rock Art Cruise and Top Didj cultural experience and an art gallery in Katherine, currently in development for the Indian Pacific in Broken Hill and The Blue Mountains.



## Outback Spirit

Outback Spirit has a working relationship with the Northern Land Council and Traditional Owners in East Arnhem Land who facilitate access to Traditional Lands for the Arnhem Land Wilderness Adventure tour. For our Arnhem Land tour, a significant proportion of suppliers are Traditional Owner businesses. Traditional Owner guides are employed by Outback Spirit in East Arnhem Land to conduct tours at Murwangi Safari Camp. Alongside this, we provide sponsorship of teachers at Kandiwal Aboriginal Community in the Kimberley (Mitchell Plateau).



## Horizontal Falls Seaplane Adventures

Based in the Kimberley, our Horizontal Falls Seaplane Adventure operation is working closely with the Traditional Owner's (the Dambimangari people) who co-manage the marine park in which we operate. In 2024, individuals from Dambimangari Aboriginal Corporation attended our induction day for new recruits for a session which covered the culture of the area where HFSA operates at Garaan-ngaddim (Horizontal Falls) to further inform and educate our staff, a plan that we will implement each year moving forward.



## Journey Beyond Rail - The Art of Rail

Journey Beyond partnered with three artists to create The Art of Rail, an initiative to showcase artists' distinct styles to tell the stories of their journey travelling across Australia on three train journeys. These journeys inspired the works of Mali Isabel, Luke Rabl and Roscoe Shelton who displayed their work at Adelaide Parklands Terminal as part of the 2023 South Australian Living Arts (SALA) festival. Throughout the exhibition, the artworks were auctioned online, with most of the proceeds going to charities nominated by the artists: Rotary Club of Adelaide, Healing Foundation, and GIVIT. Mali's work was inspired by her journey on the Great Southern and a portion of the proceeds we're given to The Healing Foundation, her nominated charity. The Healing Foundation is a national Aboriginal and Torres Strait Islander organisation that provides a platform to amplify the voices and lived experience of Stolen Generations survivors and their families.



### History of Australia's Rail Network

Australia's railways carry a deep connection to Aboriginal and Torres Strait Islander people's histories with its origins rooted in the contribution of those who played a vital role in its construction. In 2024, Journey Beyond partnered with the Australia Rail Track Cooperation (ARTC) to co-fund a documentary series produced by Umeewarra Media, an Aboriginal media association based in Port Augusta. The three-part documentary video series focused on the significant role rail has played in the Port Augusta and northern region – as an employer of and supplier to local First Nations communities throughout history.



### Partnership with Indigenous Artist

To reflect our experiences that are synonymous with the Australian landscape, Journey Beyond engaged with Indigenous Artist Jordan Lovegrove of the Ngarrindjeri people. Journey Beyond commissioned two pieces of artwork with Jordan Lovegrove that centred around encapsulating The Ghan and Indian Pacific journeys. Then a second series of artworks was commissioned that more broadly depicted the places we operate in – Australia's coastlines, outback and cityscapes. The artworks have been used on a range of assets such as our coaches and a limited-edition range of merchandise which includes hats, tote bags, drink bottles, keep cups and notebooks.

This is just the beginning for Journey Beyond in our steps towards reconciliation.





## The Jawoyn People

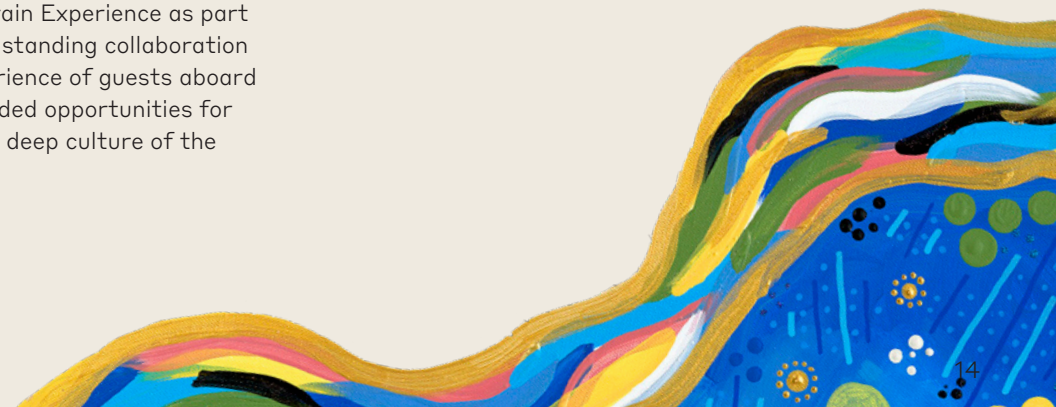
Nitmiluk – ‘place of cicada dreaming’ – has been under The Jawoyn Association’s management with Parks & Wildlife since 1989. But over the many millennia before, Jawoyn communities have met here, feasted, hunted and told stories. Their presence is still preserved to this day through ancient reminders including rock art, scar trees and sacred sites.

Since 2014, Journey Beyond has partnered with Nitmiluk Tours, an enterprise 100 percent Jawoyn owned, with a dedicated Off Train Experience as part of The Ghan journey. The long-standing collaboration has not only enriched the experience of guests aboard The Ghan, but it has also provided opportunities for our guests to connect with the deep culture of the Northern Territory.

Each year, between March to November, an average of 700 Ghan guests visit Nitmiluk Gorge each week. What started as a single gorge cruise experience has since evolved into a multi-faceted partnership, offering guests two distinct gorge cruise options and an exclusive lunch experience at the Nitmiluk Visitor Centre.

Through this partnership, The Ghan provides travellers with an authentic and immersive cultural experience that goes beyond sightseeing—allowing them to hear the Jawoyn people’s stories and Dreamtime lore, witness ancient landscapes, and gain a deeper appreciation for Jawoyn culture.

As the relationship continues to grow, Journey Beyond remains dedicated to supporting First Nations tourism, fostering cultural exchange, and ensuring that future generations of travellers can experience the magic of Nitmiluk in a meaningful and sustainable way.







# Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> </ul>	<i>June 2025</i>	General Manager HR Operations
	<ul style="list-style-type: none"> <li>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	<i>June 2025</i>	General Manager HR Operations
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</li> </ul>	<i>May 2025/2026</i>	Group Manager Organisational Development
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	<i>27 May - 3 June 2025/2026</i>	Group Manager Organisational Development
	<ul style="list-style-type: none"> <li>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	<i>27 May - 3 June 2025/2026</i>	Group Manager Organisational Development
<b>3. Promote reconciliation through our sphere of influence.</b>	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff.</li> </ul>	<i>June 2025</i>	Executive General Manager HR
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	<i>Sept 2026</i>	General Manager HR Operations
	<ul style="list-style-type: none"> <li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	<i>Sept 2026</i>	General Manager HR Operations
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	<i>June 2025</i>	General Manager HR Operations
	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</li> </ul>	<i>June 2025</i>	General Manager HR Operations



Action	Deliverable	Timeline	Responsibility
<b>1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	<ul style="list-style-type: none"> <li>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.</li> </ul>	<i>June 2025</i>	Group Manager Organisational Development
	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation.</li> </ul>	<i>June 2025</i>	Group Manager Organisational Development
<b>2. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	<ul style="list-style-type: none"> <li>Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.</li> </ul>	<i>September 2026</i>	General Manager HR Operations
	<ul style="list-style-type: none"> <li>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	<i>August 2025</i>	General Manager HR Operations
<b>3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week</b>	<ul style="list-style-type: none"> <li>Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li> </ul>	<i>June 2025/2026</i>	Group Manager Organisational Development
	<ul style="list-style-type: none"> <li>Introduce our staff to NAIDOC Week by promoting external events in our local area.</li> </ul>	<i>June 2025 -2026</i>	Group Manager Organisational Development
	<ul style="list-style-type: none"> <li>RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	<i>July 2025 - 2026</i>	Group Manager Organisational Development





# Opportunities

Action	Deliverable	Timeline	Responsibility
<b>1. 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.	<i>September 2026</i>	General Manager HR Operations
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	<i>July 2025</i>	General Manager HR Operations
<b>2. 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.	<i>March 2026</i>	Group Manager Procurement
	• Investigate Supply Nation membership.	<i>June 2025</i>	Group Manager Procurement





# Governance

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	• Form a RWG to govern RAP implementation.	<i>May 2025</i>	General Manager HR Operations
	• Draft a Terms of Reference for the RWG.	<i>May 2025</i>	General Manager HR Operations
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	<i>April 2025</i>	General Manager HR Operations
<b>2. Provide appropriate support for effective implementation of RAP commitments.</b>	• Define resource needs for RAP implementation.	<i>May 2025</i>	General Manager HR Operations
	• Engage senior leaders in the delivery of RAP commitments.	<i>May 2025</i>	General Manager HR Operations
	• Appoint a senior leader to champion our RAP internally.	<i>May 2025</i>	General Manager HR Operations
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	<i>May 2025</i>	General Manager HR Operations
<b>3. 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.	<i>June, annually</i>	General Manager HR Operations
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	<i>August, annually</i>	General Manager HR Operations
	• Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	<i>September, annually</i>	General Manager HR Operations
<b>4. Continue our reconciliation journey by developing our next RAP.</b>	• Register via Reconciliation Australia's website to begin developing our next RAP.	<i>June 2026</i>	General Manager HR Operations





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THE GHAN



INDIAN PACIFIC



GREAT SOUTHERN



THE OVERLAND

Outback Spirit



SALSALIS  
NINGALOO REEF



HORIZONTAL FALLS  
SEAPLANE ADVENTURES

PASPALLEY  
PEARL FARM TOUR

MELBOURNE  
SKYDECK

EUREKA 89



CRUISE  
WHITSUNDAYS

ALICE SPRINGS  
Telegraph Station



MONARTO  
SAFARI RESORT

VINTAGE RAIL  
JOURNEYS