

# Reflect Reconciliation Action Plan

May 2024 - May 2025



# Acknowledgement to Country

Vertaview Group acknowledges the Traditional Owners of the lands on which we live and work. We pay our respects to Elders past, present and emerging.

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# About the Artwork



## Our Shared Journey

The artwork symbolises our commitment to reconciliation with First Nations peoples and their dedication to fostering connections within communities.

It features a central image of our organisations represented by hands holding up the people it serves. Journey lines extend from the centre representing the interconnectedness of communities. The hands lifting our group of organisations (Allinto, Arbourwell, Multicap and Open Minds) represent the staff who uphold our core values and combined visions in their work. The artwork celebrates First Nations cultures and emphasises the importance of learning values that connect people to the land, waters, and each other. By showcasing the unity and collaboration among communities, the artwork promotes shared purpose and working towards common goals.

The artwork beautifully represents our engagement with various communities, fostering connections, and promoting values that tie individuals to their surroundings and fellow human beings. It communicates the essence of our work and the significance of collaboration and shared values in creating a positive impact.



## About the Artist

Indigenous Australian Artist, **Leah Cummins** is a proud Mayi (MayiKulan from the Mayi speaking tribes of North-Western Queensland) and Kalkadoon woman. Artwork was commissioned in 2023 for the Vertaview Group's Reflect Reconciliation Action Plan.

# Chair and Group CEO Message



The Vertaview Group leads and supports organisations to create a lasting positive impact that shapes communities and improves people's lives. We are strategic leaders, and we amplify our impact by working together. We unite purpose-led organisations and passionate people and empower them, so people who need support can live their best lives.

As providers of disability support, mental health services, navigation services, housing and tenancy services, and aged care, the Vertaview Group entities are committed to diverse ways of thinking and working and to continual improvement of customer service and support through access to a broad range of ideas and insights drawn from a diverse range of backgrounds and perspectives.

We deeply value and celebrate diversity and inclusion, recognising the innovation and service quality it brings. Our unwavering focus remains on ensuring equal human rights for all people who need our support, making each individual feel valued and respected.

Each entity in the Vertaview Group is fully committed to reconciliation, and we are very proud to present the Group's first Reconciliation Action Plan (RAP). Our first Reflect RAP is not just an expression of the work we do well now, but importantly, it represents our optimism and hope for a better future, where we can do better to promote reconciliation.

Measuring and reporting on our progress as we move through the four RAP types—Reflect, Innovate, Stretch, and Elevate—allows each Vertaview Group entity to continuously strengthen our commitments to reconciliation and strive to apply new learnings.

This first Group Reflect RAP helps us lay solid and embedded foundations to build relationships, develop culturally appropriate resources and provide training to improve our cultural competence. It allows us to grow together as we continue on the journey of reconciliation. We appreciate the wisdom and guidance of our First Nations peoples, and all those on the RAP Working Group who have assisted us with our Reflect RAP. The Board and Management are committed to contributing to reconciliation through the changes this RAP will bring.

**Angela Tillmanns**, Chair  
**Damian Bell**, Group CEO

# Statement from CEO of Reconciliation Australia



## Inaugural Reflect RAP

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

Vertaview Group joins a network of more than 2,500 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 Vertaview Group 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 Vertaview Group, 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



## Purpose

The Vertaview Group leads and supports organisations who create lasting impact that shapes communities and improves people's lives. Vertaview Group entities have joined together to leverage their skills, expertise, and resources to amplify their purpose. We have centralised back-of-house functions to deliver economies of scale that enable the provision of sustainable, evidence informed, quality services.

The Vertaview Group's enduring social impact is that people with disability and those with mental ill-health have the right to a quality life. We provide individualised support, experiences, and opportunities for more than 8,000 people across Australia, but largely in Queensland, Northern New South Wales, and Victoria.

The Vertaview Group currently consists of four individual entities:

- **Allinto Australia Limited** - provides support for people in navigation of complex human services systems i.e. NDIS support coordination, psychosocial recovery coaching and care coordination for people being discharged from long hospital stays.
- **Arbourwell Limited** - provides specialised housing and tenancy support for people accessing disability or mental health services.
- **Multicap Limited** - provides disability services, with particular focus on complex needs support through community hubs, employment, social experiences, and accommodation.
- **Open Minds Australia Limited** - provides community mental health services and support during key moments of life changes and psychosocial disability services.

We are working towards the same important outcomes - delighted customers, a skilled and engaged workforce, practice excellence and sustainable growth.

Through Allinto, Arbourwell, Multicap and Open Minds, we employ 2,380 skilled and committed staff.

We are dedicated to delivering high quality services to our customers and clients and making sure they are empowered and safe to navigate everyday life and achieve their goals.

Due to our growth and the evolving nature of our business, as we partner with more like-minded organisations, we have updated and invested in our shared systems. Recently the Group co-designed and implemented a new all-in-one Workforce Management System (WMS) encompassing, rostering, recruitment, human resource management and payroll. For the first time, we will be able to collectively identify numbers, locations, positions, professional development status, requirements, and other important information regarding our Aboriginal and Torres Strait Islander staff. Prior to that being ready, we have distributed a survey to all staff across the four entities in the Group which asked staff to self-identify as an Aboriginal and/or Torres Strait Islander person. Completion was voluntary, and the response rate was lower than we would have liked however, in addition to 50% of the CREST workforce, we had an initial 15 staff identifying as Aboriginal people and one as a Torres Strait Islander person. Once the new WMS is embedded, we will be able to continue to encourage existing and new staff to share their identity.

The Vertaview Group's head office is located at 269 Padstow Road, Eight Mile Plains, Queensland, with 36 offices and/or services in the following locations:

- Melbourne (Vic)
- Brisbane and outer Brisbane (Qld)
- Maryborough (Qld)
- Lismore (NSW)
- Townsville (Qld)
- Bundaberg (Qld)
- Toowoomba (Qld)
- Ipswich (Qld)
- Sunshine Coast (Qld)
- Grafton (NSW)
- Roma (Qld)
- Kingaroy (Qld)
- Rockhampton (Qld)
- Gold Coast (Qld)

# Our Vision for Reconciliation

Vertaview Group is four like-minded organisations who have all reflected on the work they have done well and are doing to promote reconciliation. We also understand that as a newly formed Group that we now can build more meaningful relationships with Aboriginal and Torres Strait Islander peoples, communities, and organisations across all the entities and areas of our business. The Group Board, Executive, senior and operational team, are committed to a RAP that demonstrates:

- **Our commitment to reconciliation** - Developing a RAP demonstrates Vertaview Group's commitment to reconciliation between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander peoples. We are ready to acknowledge the historical injustices experienced by our Aboriginal and Torres Strait Islander peoples and our Reflect RAP signifies a commitment to working towards healing and equity.
- **Community engagement and trust** - Our Reflect RAP will help staff from across Vertaview Group, working in a variety of roles and at all levels, to build trust and rapport with Aboriginal and Torres Strait Islander communities by actively engaging with them in the development and implementation of initiatives that address their needs and aspirations.
- **Compliance and ethical obligations** - Particularly through our Open Minds entity, which receives significant funding from the Commonwealth Government to provide Aboriginal and Torres Strait Islander targeted mental health programs and services, there are both contractual and ethical requirements to engage in reconciliation efforts.

- **Enhanced service delivery** - By understanding and addressing the specific needs and cultural contexts of Aboriginal and Torres Strait Islander peoples, Allinto, Arbourwell, Multicap and Open Minds as disability and mental health service providers can improve the effectiveness and cultural appropriateness of our services, supports and programs.
- **Corporate social responsibility** - Engaging in reconciliation efforts aligns with the Vertaview Group's principles of corporate social responsibility, aligning with our commitment to social justice and equity. Our Reflect RAP will complement our existing Inclusion and Diversity policies, which guide us in meeting the needs of our customers, clients, workforce, and other stakeholders and will also form an important part of our Group wide workforce strategy, ensuring we provide culturally aware and safe care to our customers, clients, and their families.

# Our RAP Working Group

Because we are effectively four separate entities who have joined together under a single “umbrella”, the early establishment of a RAP Working Group has enabled greater collaboration to ensure we have equitable representation from across the Vertaview Group, including entity, role/position, level, and geographical location. Our Reflect RAP Working Group now consists of 16 members. We accepted all applications from Aboriginal or Torres Strait Islander staff, meaning five members, including our Co-Chairs, identify as either Aboriginal or Torres Strait Islander people. Our Executive Lead, who is also an entity CEO, reports directly, and at minimum monthly, to the Vertaview Group CEO and Board regarding progress of our RAP development.

Our RAP Working Group membership is as follows:

**Jo Jessop** - CEO, Vertaview Group (Brisbane)  
Executive Sponsor

**Karen Hale-Robertson** - CEO, Allinto (Brisbane)  
Executive Lead

**Joanne Bourne** - Program Manager CREST, Open Minds (Townsville)  
Co-Chair

**Jenni Garrard** - Care Leader, Open Minds (Northern NSW)  
Co-Chair

**Kaelen-Jae Watts** - Administration Assistant, Open Minds (Townsville)  
Member

**Issa Negussie** - HR Business Partner, Vertaview Group (Brisbane)  
Member

**Melissa Hartwell** - Disability Support Worker, Multicap (Redlands)  
Member

**Lynda O’Toole** - Regional Manager, Multicap (North Coast, Queensland)  
Member

**Ivy Bickford** - Service Leader, Multicap (Melbourne)  
Member

**Virginia Bell** - Regional Lead, Allinto (Toowoomba)  
Member

**Tania Alves** - General Manager Strategic Marketing, Vertaview Group (Brisbane)  
Member

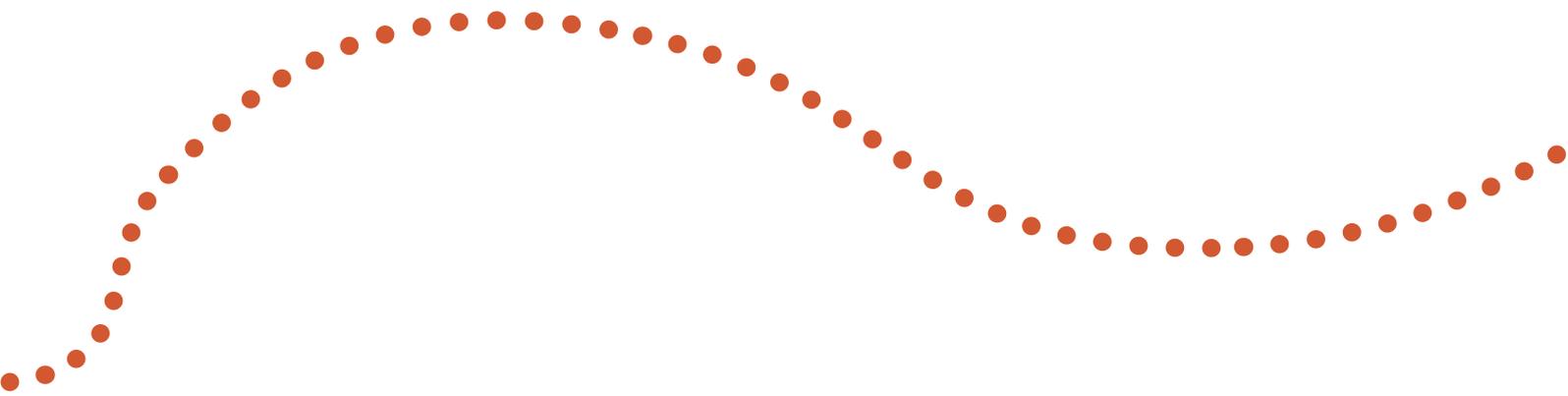
**Karen Puckeridge** - Manager - Safety, Vertaview Group (Brisbane)  
Member

**Kellie Sentinella** - Regional Manager, Multicap (Brisbane)  
Member

**Nick Martin** - Operations Manager - headspace, Open Minds (Brisbane)  
Member

**Reece Flynn-O’Brien** - Practice Specialist, Vertaview Group (Brisbane)  
Member

**Rachelle Harding** - Quality Improvement & Policy Advisor, Vertaview Group (Brisbane)  
Secretariat



The Working Group's first task was to co-design and agree on Terms of Reference, which includes our vision for reconciliation. Our vision for reconciliation is to "recognise and respect the rich history and cultures of Aboriginal and Torres Strait Islander peoples. We commit to meaningful connections that celebrate healing, promote safety and inclusive opportunity".

To capture a visual representation of our new reconciliation vision and to celebrate the commencement of our RAP journey as a Group, we engaged Artist Leah Cummins of Bunya Designs, a proud Mayi woman from North-Western Queensland. Since then, we have presented the RAP artwork, our vision, and our progress regarding RAP development at various Vertaview Group-wide leadership meetings, events, and staff meetings. Our artwork and reconciliation vision are on display in all Vertaview Group owned and leased offices and services.

Shirts, proudly worn by staff of each entity on a daily occurrence either in the office, working with customers and clients, in the community and in meetings, now carry the RAP artwork. The artwork starts to bring the entities together and helps to assure Aboriginal and Torres Strait Islander peoples and stakeholders that we are culturally aware and has encouraged Aboriginal and Torres Strait Islander peoples to engage with our team members.

The Working Group will continue to oversee, monitor, and evaluate the effectiveness of our endorsed Reflect RAP (actions and deliverables), and to report on progress, both internally and to Reconciliation Australia. When developing this Reflect RAP, we have assigned actions to those staff who are best situated with the appropriate level of delegation to action, to embed the RAP. In most cases, we have also assigned a support person or group, e.g. Executive Leadership Team, or RAP Working Group, to assist.

The Vertaview Group brings together four organisations, with great interest in our RAP agenda, and to be involved. With limited places available on the Working Group our recommended approach to those staff responsible for leading Reflect RAP actions, is to engage individual staff throughout the Group, in varying roles, locations and at various levels and to work with them to achieve specific deliverables in the plan. This will ensure we're capturing a broad spectrum of expertise and input beyond the Working Group, and we are engaging staff throughout the Group and embedding the RAP at the same time.

Importantly, through our existing partnerships, activities, and initiatives, we will collaborate and partner with local Aboriginal and Torres Strait Islander communities to ensure our RAP considers the perspectives and needs of the many customers, clients, partners, and other stakeholders we already service and work with. We are aiming to launch the Group's Reconciliation Australia approved Reflect RAP in some of our community services, with small launches in Townsville, Kingaroy, Brisbane, Lismore, and Melbourne. The Group Board Directors, Executive, the RAP Working Group and local Aboriginal and Torres Strait Islander Community Elders and members, organisations and partners will be invited to attend.



# Partnerships and Current Initiatives



There are a myriad of partnerships and initiatives occurring across Vertaview Group entities and the workforce that engage and improve outcomes for Aboriginal and Torres Strait Islander peoples. These include (by entity):

## Open Minds

Community Re-Entry Services in Townsville (CREST), provides in-prison information and referral, post-release linkage, and parole support. Open Minds has, in partnership with Community Elders, other leaders and partners, enacted considerable model innovations to better reflect the needs and wants of Aboriginal and Torres Strait Islander peoples who are overrepresented in the criminal justice system. Key adaptations include:

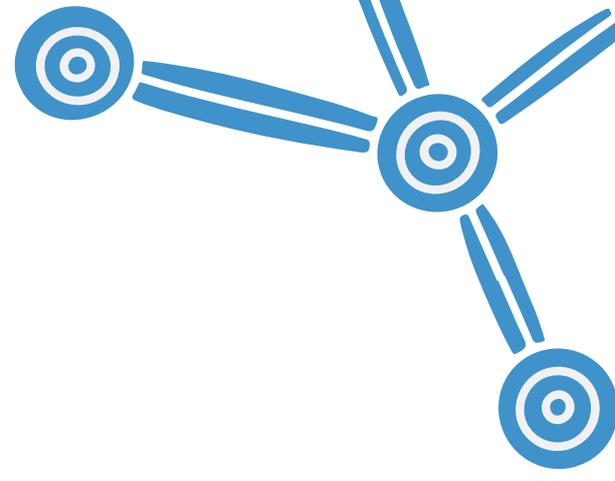
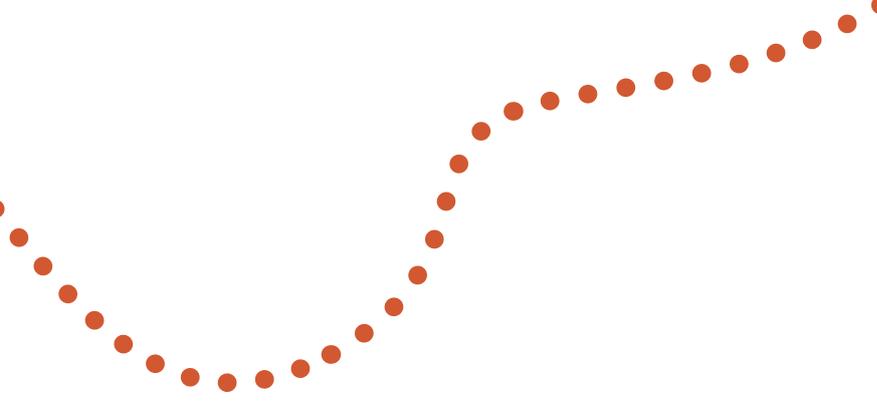
- Engagement of identified workforce (50% identify as being an Aboriginal and/or Torres Strait Islander person) - resulting in increased levels of client confidence, improved rapport, and increased cultural credibility.
- Aboriginal Woman in team leadership role - reinforcing strong local connections and respect, increased team performance and cohesion (broke down men's and woman's business).
- Establishment of in-prison and in-community yarning circles - reducing cultural barriers to early engagement in prison and creating a safe and positive space for parolees in the community and a platform for case workers to stay connected.

Open Minds is the lead agency for the Commonwealth Government's Head to Health services in Lismore, Ipswich, and Kingaroy. Head to Health helps Australians access mental health and wellbeing services, in-person, online and via phone. To ensure that Aboriginal and Torres Strait Islander peoples feel welcomed and secure, we have commissioned local artwork which is on display throughout our centres. Our services have been co-designed with local Aboriginal and Torres Strait Islander community members and our staff regularly visit and engage with local sites and services of significance, ensuring they develop a deep

understanding of the history and cultures of the communities in which we operate. Local Aboriginal and Torres Strait Islander stakeholders continue to be represented on our Reference Groups, ensuring their ongoing input into our service delivery design, enhancements, and other opportunities. Our Head to Health Aboriginal and Torres Strait Islander engagement includes local Aboriginal Community Controlled Health Organisations (ACCHOs) and Aboriginal Medical Services (AMSs), Health Wise, Campfire Healing, identified roles within Queensland Police, Primary Health Networks and Queensland Health, the Ration Shed, local Aboriginal Shire Councils and Community Elders.

Open Minds Worry Up program aims to empower Aboriginal women by increasing their understanding of mental wellbeing, anxiety, trauma, resilience, and grief, offered in partnership with the Cultural Healing Program at the Sunshine Coast Hospital and Health Service (SCHHS). A conversational 'yarning' approach is used to ensure a culturally safe space and encourages open dialogue. Follow-up phone support, culturally respectful resources and referrals to local Aboriginal and Torres Strait Islander services are in place to further support participants. Feedback is collected at each session and informs a continuous improvement approach to content and structure.

Open Minds' headspace centres have also been established to maximise engagement and outcomes for Aboriginal and Torres Strait Islander youth, aged 12-25 years. Services are co-designed with Working Groups, including representation from members who identify as Aboriginal or Torres Strait Islander. headspace centres are required to align their programs with headspace national's Culturally Safe Practices Report and staff champions utilise a relationships matrix which is used to develop relationships with local Aboriginal and Torres Strait Islander organisations, leaders, and community members, including new additions to relevant Working Groups. All staff are required to undertake cultural awareness training, centres are branded, and artwork is commissioned from local Aboriginal and Torres Strait Islander Artists. Each of our services has



a relationship with local Aboriginal and Torres Strait Islander organisations and services, the national Deadly Choices program, at least one local Elder and at least one Aboriginal or Torres Strait Islander champion from within local community.

### Multicap

Multicap is a NDIS support provider, with over 1,500 customers across Queensland, New South Wales, and Victoria. We work with our customers to expand their capabilities, increase their independence, and connect them with their communities of choice. We recently supported a young Child Safety customer with an acquired brain injury, who identified as an Aboriginal person, to transition from hospital to community. We provided them with accommodation, with 24 hour support to assist them in meeting their personal care and daily living needs, maintaining their safety and wellbeing, and helping them to increase their independence in preparation for adulthood. We also provided case-management to assist them in linking with health, educational and social services. We actively worked with Auntie Lydia from Queensland Health to provide culturally safe services and care. Our entire support team were provided with in-depth cultural capability training from The Black Card, and we also worked with Kurbingui Youth and Family Development and Aboriginal and Torres Strait Islander Community Health Service in Brisbane to link our customer with culturally appropriate peer activities and culturally safe medical care. Our customer has now transitioned to a semi-independent home.

### Allinto

Allinto supports people to navigate complex human services systems, for example, the NDIS, health, and aged care. Many of Allinto's team have completed cultural awareness and/or competence training and/or have a background in working with Aboriginal and Torres Strait Islander peoples and communities. We are actively supporting numerous children and youth to access increased NDIS supports to help manage their complex behavioural and/or development needs. Many of these children and young people live rurally or remotely, where suitable local service provision is scarce. Allinto's Support Coordinators

will link our participants with the appropriate professional to conduct a Functional Behavioural Assessment via video, with several cases now leading to much needed additional supports. Local Aboriginal and Torres Strait Islander stakeholders are engaged as soon as we onboard an Aboriginal or Torres Strait Islander participant, such as ACCHSs, Community Elders and Indigenous Development Services. Our team also keep in continual contact via visits or phone with our participants' families, to ensure they understand, agree with, and are actively involved in decisions and the support which we coordinate.

Underpinning the above examples are a range of practices which help to ensure we are guided by appropriate and best practice:

- Working Together - Culturally informed Mental Health and Wellbeing Principles and Practice
- National Framework Social and Emotional Wellbeing Tool
- Adapted strategies from Yarn Safe model
- Adhering to the principles of the Gayaa Dhuwi (Proud Spirit) Declaration
- Engaging with local Aboriginal and Torres Strait Islander community members to develop community referral pathways.

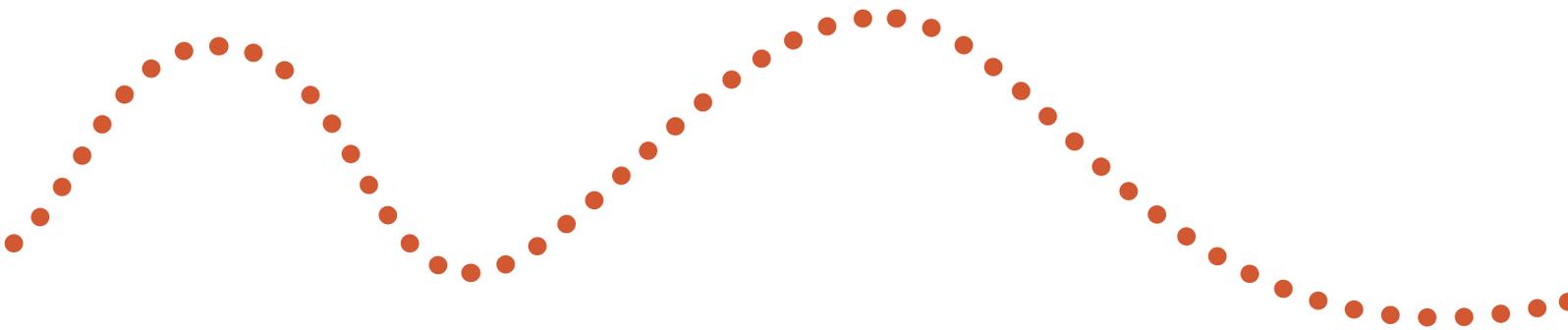
Additionally, we:

- Provide training for all program staff regarding concepts, language-use, and identity-affirming therapy (mental health programs)
- Create a safe, respectful, and welcoming environment by displaying art and Aboriginal and Torres Strait Islander flags and co-design.
- Acknowledge cultural values and beliefs, using translated materials and community relationships.
- Recruit staff from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples.

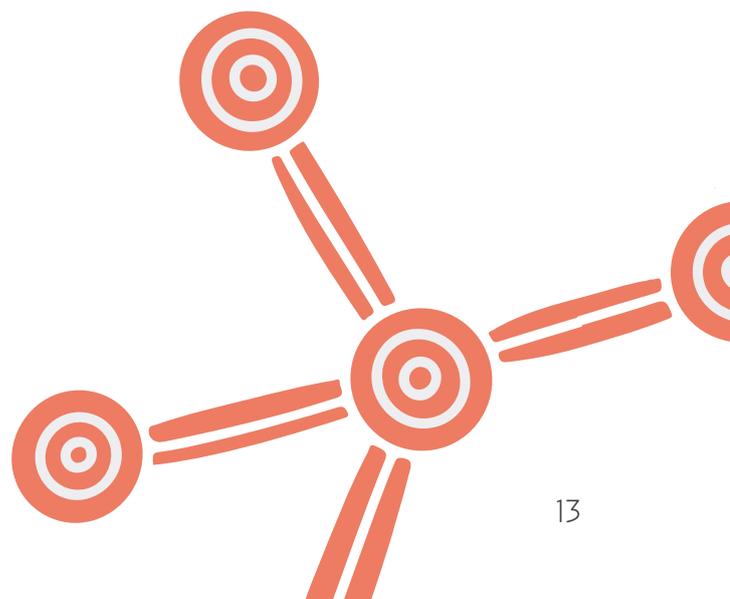
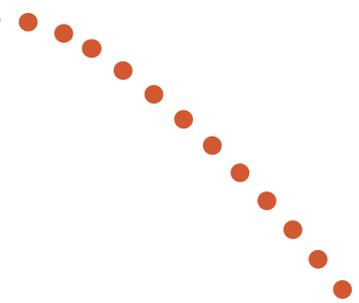


# Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	August 2024	<b>Lead:</b> Group Research Lead <b>Support:</b> RAP Working Group (RWG)
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	November 2024	<b>Lead:</b> Group Research Lead <b>Support:</b> RWG
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	<b>Lead:</b> General Manager, Strategic Marketing
	• RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> RWG
	• Host a minimum of one NRW event each year and register with NRW website.	27 May- 3 June 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> RWG
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> Entity CEOs



Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff.</li> </ul>	June 2024 - May 2025  Review - February 2025	<b>Lead:</b> General Manager, Strategic Marketing  <b>Support:</b> Entity CEOs
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	July 2024	<b>Lead:</b> RWG Co-Chairs  <b>Support:</b> RWG Secretariat
	<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>	July 2024	<b>Lead:</b> RWG Co-Chairs  <b>Support:</b> RWG Secretariat
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	December 2024	<b>Lead:</b> Group Head of People Experience
	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to update existing anti-discrimination provisions and identify future needs.</li> </ul>	February 2025	<b>Lead:</b> Group Head of People Experience





# 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"><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>	October 2024	<b>Lead:</b> RWG Co-Chairs <b>Support:</b> RWG
	<ul style="list-style-type: none"><li>Conduct a review of cultural learning needs within our organisation.</li></ul>	June 2024	<b>Lead:</b> Chief Clinical Practice Officer <b>Support:</b> RWG
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<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>	December 2024	<b>Lead:</b> RWG Co-Chairs <b>Support:</b> General Manager, Strategic Marketing
	<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>	July 2024	<b>Lead:</b> RWG Co-Chairs <b>Support:</b> General Manager, Strategic Marketing
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"><li>Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.</li></ul>	May 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> RWG
	<ul style="list-style-type: none"><li>Introduce our staff to NAIDOC Week by promoting external events in our local area.</li></ul>	June 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> RWG
	<ul style="list-style-type: none"><li>RAP Working Group to participate in an external NAIDOC Week event.</li></ul>	First week in July 2024	<b>Lead:</b> General Manager, Strategic Marketing <b>Support:</b> RWG



# 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"> <li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li> </ul>	April 2025	<b>Lead:</b> Group Head of People Experience <b>Support:</b> RWG
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	April 2025	<b>Lead:</b> Group Head of People Experience <b>Support:</b> MultiWork (WMS) Governance Group
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> <li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li> </ul>	September 2024	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> Chief Financial Officer
	<ul style="list-style-type: none"> <li>Investigate Supply Nation membership.</li> </ul>	May 2024	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> Vertaview Group CEO and Executive Leadership Team

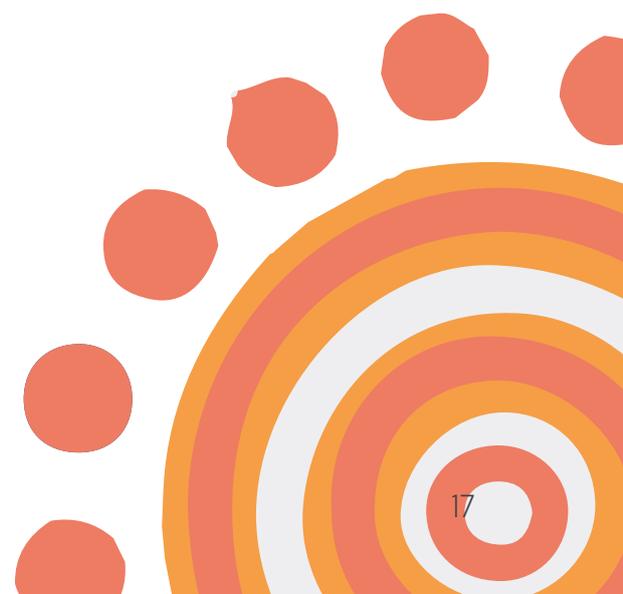
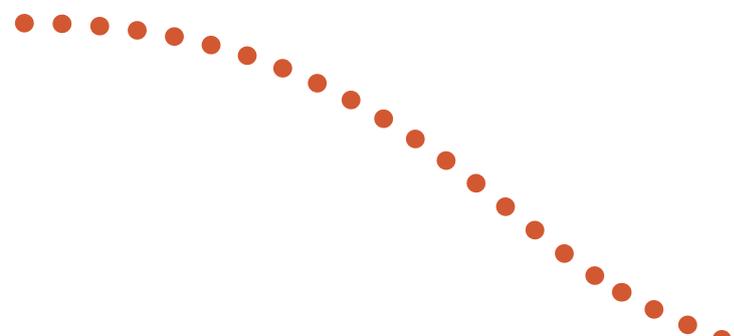


# Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group to drive governance of the RAP.	• Maintain a RWG to govern Reflect RAP implementation.	November 2024	<b>Lead:</b> RWG Exec. Lead
	• Draft a Terms of Reference for the RWG.	May 2024	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> RWG
	• Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	November 2024	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> RWG Co-Chairs
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for Reflect RAP implementation.	May 2024	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> RWG Co-Chairs
	• Engage senior leaders in the delivery of RAP commitments.	September 2024	<b>Lead:</b> Vertaview Group CEO & Executive Leadership Team <b>Support:</b> RWG
	• Maintain a senior leader to sponsor our Reflect RAP internally.	May 2024	<b>Lead:</b> Vertaview Group CEO
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2024	<b>Lead:</b> Group Research Lead <b>Support:</b> RWG



Action	Deliverable	Timeline	Responsibility
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"><li>• 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.</li></ul>	June annually	<b>Lead:</b> RWG Secretariat
	<ul style="list-style-type: none"><li>• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.</li></ul>	1 August annually	<b>Lead:</b> RWG Secretariat
	<ul style="list-style-type: none"><li>• Complete and submit the annual RAP Impact Survey to Reconciliation Australia.</li></ul>	30 September annually	<b>Lead:</b> RWG Exec. Lead <b>Support:</b> RWG
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"><li>• Register via Reconciliation Australia's website to begin developing our next RAP.</li></ul>	February 2025	<b>Lead:</b> RWG Secretariat







Members of the  
Vertaview Group RAP  
Working Group.



RECONCILIATION  
ACTION PLAN

REFLECT

For enquiries about our RAP, contact:

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