



REFLECT

Reconciliation Action Plan

August 2023 – August 2024



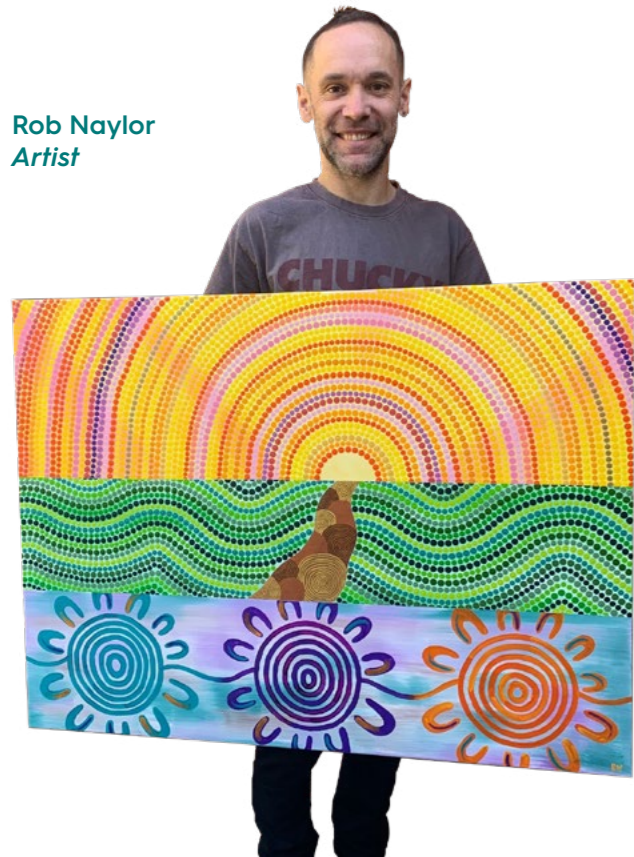
RECONCILIATION
ACTION PLAN

REFLECT

arUma.

Disability services.
Putting you first.

Rob Naylor
Artist



ACKNOWLEDGEMENT OF COUNTRY

Aruma acknowledges Aboriginal and Torres Strait Islander peoples of this nation as the Traditional Custodians of the lands on which our company is located and where we conduct business. We pay our respects to the Elders past, present, and emerging.

Aruma is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

ARTIST ATTRIBUTION

Rob Naylor is a proud Yuin man who was raised on Dharawal country, where he currently lives. Rob came to his art later in his life and has found his connection to Country grow through his art. Rob uses his art not just on canvas, but on football boots, jerseys, skateboard decks and more. His passion for Indigenous art is being shared through his community. Rob raises his young family in a home filled with art and culture.

THE ARTWORK - *WORKING TOGETHER FOR A BRIGHTER FUTURE.*

The three circles at the bottom represent community. They are all the people supporting people with a disability including, Aruma, family and the greater community, coming together with the goal of helping each to support the Human Rights of all people. The green/teal is the land, the orange is the sunshine and the brighter future, these sections are created using traditional Indigenous dot painting. The pathway comes from the community support and works it's way toward the sunshine creating a brighter future for people with a disability.

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MESSAGE FROM RECONCILIATION AUSTRALIA

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

Aruma 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 Aruma 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 Aruma, 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



MESSAGE FROM OUR CEO AND CHAIR

At Aruma we are Human Rights warriors, our fundamental belief is in the equality of all people. Our inaugural Reflect Reconciliation Action Plan (RAP) is a defining step in our move towards consolidating our principle belief in equal Human Rights for all people. Our own BRAVE values drive us to be Bold, show Respect, be Authentic, Value teamwork and provide Excellent work. These values work hand in hand with laying the foundations for a deep reconciliation plan that is committed to reaching the Reflect dimensions.

As an organisation we must embrace cultural diversity and learn from our past, to ensure we create better outcomes for our customers, families, staff and the wider community. Our Board and Executive team spend many hours travelling our gorgeous Country and learning from our First Nations people, and as part of this Reflect RAP we further each of our individual commitment to understanding our sphere of influence and leading change.

Reconciliation is the pathway to equity and equality where Aboriginal and Torres Strait Islander peoples can see real change and real commitment to institutional integrity, unity and historical acceptance. We are proud to be part of a team who are committed to seeing change.

While we feel we have already achieved some changes within the area of Human Rights for people with a disability, this RAP provides us with the opportunity to look beyond these achievements and work with members of local Aboriginal and Torres Strait Islander communities to look at equality for our First Nations people.

Aruma is no stranger to inequity. We strive for increased recognition of the rights and abilities of people with a disability. In developing this plan we are making a commitment to work together to transform the future. Our commitment is to listen, learn, share and partner.

The RAP outlines what we as an organisation will achieve over the next year to contribute to reconciliation.

Martin Laverty
Chief Executive Officer, Aruma

Candice Charles
Board Chair, Aruma



In addition to the RAP we are implementing Cultural Safety training which is vital to help support Indigenous Australian and address racism. Understanding Cultural Safety and what it means in the workplace is important to give staff the knowledge and skills to recognise and address racism in the workplace.

The development of this RAP has allowed us to grow as individuals and a business, we thank the dedication of our teams who worked to create this first step in our journey of reconciliation. We appreciate and respect the guidance of our First Nations people in allowing us to walk along side them and understand the history of their journey. The team have our commitment to the RAP and we look forward to being part of the change.

REFLECT

OUR BUSINESS

We are Aruma. Yes, we're a disability service provider. But we're so much more. We're the helper, mentor and coach. And the trusted partner of around 5000 people with a disability, across over 450 locations throughout the east coast of Australia (from Queensland to Victoria).

Aruma is here for the new age, the new world of disability support – the NDIS world.

Aruma puts our customers, first. We never use a one-size-fits-all approach. Our customers know how to live their best life – we're here to support them to do just that. Our focus is always fully on them first.

We have over 5000 employees including supported employees, within a range of full time, part time and casual roles.

While the number of Aboriginal and Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

Our BRAVE Values - Bold, Respectful, Authentic, Value Teamwork and Excellent - underpin all that we do, and we are focussed on continually building on our reconciliation journey, which is a pivotal component of creating an inclusive and diverse workplace.

Where shared history is acknowledged, barriers are removed, and every employee and customer feel safe and supported.

OUR RAP

Aruma operates in many regional areas including communities with large Aboriginal and Torres Strait Islander populations.

Starting our reconciliation journey as House with No Steps, we launched their Reconciliation Action Plan in 2017, on the 5 July 2017, during NAIDOC week. Over the following years we continued our commitment to reconciliation and many of our RAP deliverables were achieved.

These mergers now see us with the opportunity to reflect on individual journeys and recommence our RAP journey together as one. Our Reflect RAP outlines the steps we will take as Aruma over the next 12 months to progress our journey towards reconciliation.

Over this time, we will continue to develop meaningful relationships built on trust and respect within Aboriginal and Torres Strait Islander communities and deliver culturally responsive services for Aboriginal and/or Torres Strait Islander people with a disability.

As we continue to focus on planned activities and connect further with community, we will invite employees to participate in a RAP Working Group, under the guidance of our Executive Sponsor, Lylea McMahon (Chief People Officer), our RAP Champion and Chair of our Working Group. This group in collaboration with key stakeholders from communities, will form our consultative committee and be responsible for the governance of key RAP deliverables.

**RECONCILIATION
ACTION PLAN**

Our action plan aligns with Reconciliation Australia’s Reflect RAP framework –

**Relationships,
Respect,
Opportunities,
Governance**

– and helps us achieve and track our progress against focus areas.

1. RELATIONSHIPS

Aruma recognises that meaningful and respectful relationships with Aboriginal and Torres Strait Islander peoples are key to support people with a disability to live the life they want, now and for future generations. By harnessing mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, Aruma will become more inclusive, better informed, and more culturally capable in undertaking its work.

This includes strengthening relationships with national and local organisations, particularly those external stakeholders and consultative forums that provide strategic policy advice, direction and leadership. These genuine partnerships will ensure Aboriginal and Torres Strait Islander peoples’ voices guide reforms within Aruma workforce programs, services and policies.



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen 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.	November 2023	General Manager, Business Development
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2024	Manager, Policy & Research
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia’s NRW resources and reconciliation material to our staff.	April 2024	General Manager, Communications
	RAP Working Group members to participate in an external NRW event.	May, June 2024	Chief People Officer
	Encourage and support staff and senior leaders to participate in at least one NRW external event to recognise and celebrate NRW.	May, June 2024	General Manager, Communications
	Organise at least one NRW event each year and register all NRW events on Reconciliation Australia’s NRW website.	May 2024	General Manager, Communications

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Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	February 2024	Chief Executive Officer & Executive Leadership team
	Investigate strategies to engage all staff in reconciliation activities and initiatives.	February 2024	General Manager, People, Learning & Culture
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2024	General Manager, People, Learning & Culture
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2024	General Manager, Business Development
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	February 2024	Manager, Policy & Research
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	February 2024	Manager, Policy & Projects / Manager, Policy & Research

2. RESPECT

We commit to promoting and encouraging a culturally safe workplace that respects, acknowledges and celebrates Aboriginal and Torres Strait Islander peoples' histories and cultures.

Aruma believes that respect for Aboriginal and Torres Strait Islander peoples, cultures, lands, waters and histories builds our knowledge and enriches our organisation.

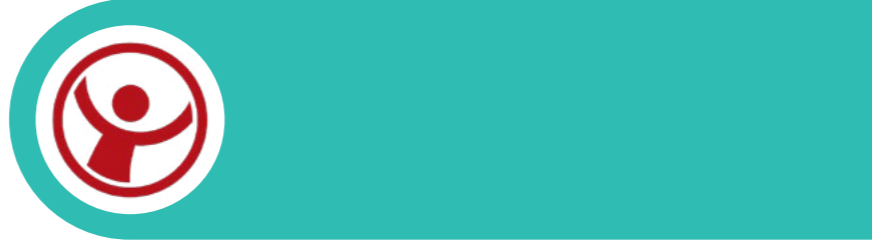


Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our Organisation.	April 2024	General Manager, Culture, Learning & Capability
	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our Organisation.	May 2024	General Manager, Culture, Learning & Capability
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2023	General Manager, Communications
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our Organisation's operational area.	March 2024	General Manager, Communications
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Organise delegates from RAP Working Group to participate in an external NAIDOC week event.	July 2024	General Manager, Communications
	Raise awareness and share information amongst our staff about the meaning of NAIDOC week.	June 2024	General Manager, Communications
	Introduce staff to NAIDOC Week by promoting external events in our local area.	June 2024	General Manager, Communications

3. OPPORTUNITIES

Aruma believes engagement and working with Aboriginal and Torres Strait Islander peoples enhances the work we do and provides reciprocal opportunities towards supporting people with a disability and carers, as well as the communities in which we work.

We commit to increasing Aruma's engagement of Aboriginal and Torres Strait Islander businesses and continue to create mutually beneficial commercial relationships.

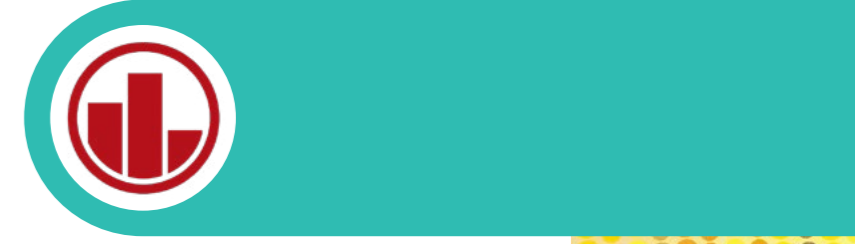


Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	June 2024	National Manager, Talent & Acquisition/ General Manager, Culture, Learning & Capability
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	May 2024	National Manager, Talent & Acquisition/ General Manager, Culture, Learning & Capability
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	March 2024	Chief Financial Officer
	Investigate Supply Nation membership.	March 2024	Chief Financial Officer

4. GOVERNANCE

To ensure we are making a sustainable contribution to reconciliation, we have developed a RAP that is realistic and engaging with visible and achievable outcomes.

We recognise reconciliation is an ongoing journey built on appreciation and understanding, mutual respect and learning from our success and challenges.



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RAP WG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	August 2024	Chief People Officer
	Draft Terms of Reference for the RAP WG.	August 2024	Chief People Officer
	Establish Aboriginal and Torres Strait Islander representation on the RAP WG.	August 2024	Chief People Officer
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	October 2023	Chief Executive Officer & Executive Leadership team
	Engage our senior leaders and other staff in the delivery of RAP commitments.	October 2023	Chief Executive Officer & Executive Leadership team
	Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2023	Chief People Officer

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Action	Deliverable	Timeline	Responsibility
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2024	Chief People Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August 2023	Chief People Officer
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2023	Chief People Officer
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2024	RAP Champion

CONTACT DETAILS

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