

Reflect Reconciliation

August 2022 – August 2023

Acknowledgement

At Inlusee we acknowledge and respect Elders past present and future of the Turrbal people, on whose land our head office is located. We also acknowledge the many First Nations language groups of the lands on which we work and connect, as the traditional custodians of those lands. We acknowledge their stories and traditions and commit to working together to further our mission of connection.



CEO Statement

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

Inclusee Ltd joins a network of more than 1,100 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 Inclusee Ltd 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 Inclusee Ltd, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Karen Mundine
Chief Executive Officer
Reconciliation Australia



ABOUT THE ARTWORK

‘Stronger Together’

The Inlusee Reconciliation Action Plan Artwork ‘Stronger Together’ speaks to connection to Country and connection to People. When our connection to Country is strong, we as an organisation too are strong.

In turn we are strong for our Family, our friends and our Community, as we look after Country, Country looks after us. When we are connected we become stronger together. Inlusee sees that all Australians are supported and encouraged to connect with their community.

The greater central circle or Meeting Place, represents the Inlusee Community; people supported and connected to one another and community. Participants of Inlusee are represented by the single ‘U’ shaped circular symbols. Encouraged by Inlusee volunteers they are cared for and connected to new and exciting social pathways. Connecting to Culture and ways of living and learning.

“Rich red earth reveals creation pathways, water meanders from crystal clear stream to untamed sea.

Lorikeet flash rainbow feathers, mud crab bury deep within cool dark mangrove.

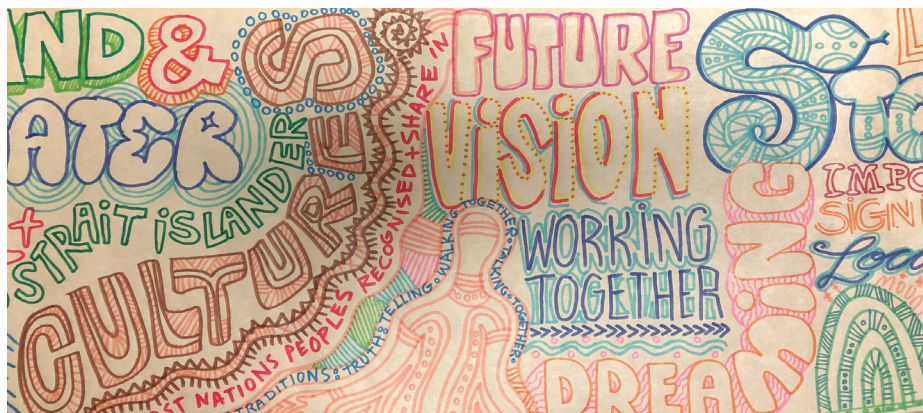
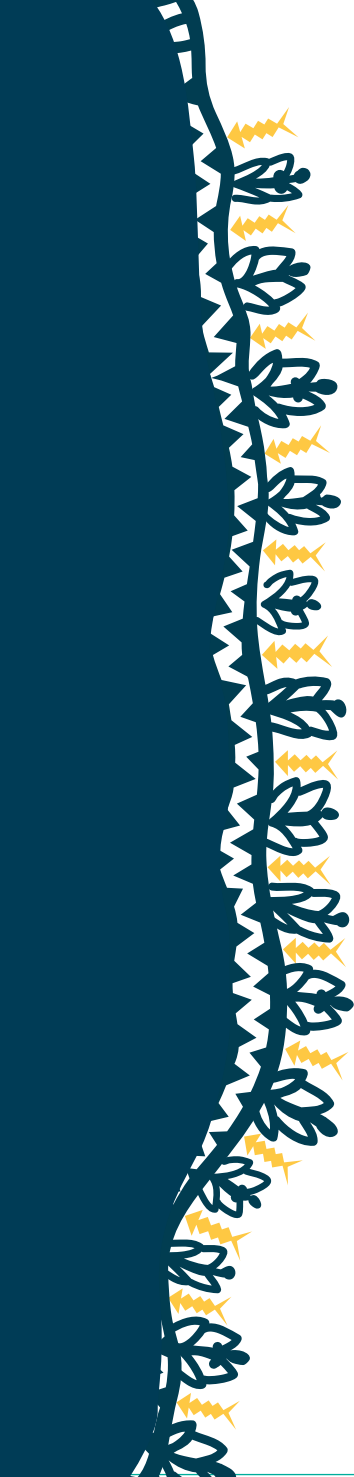
Stars guide our way across Country, we belong to this place since the beginning.

Travel through open flood plain to sandy waterways. Smoke brings laughter and togetherness. Midden mounds rise above the dunes we are strong together.

We are connected stronger to Country and stronger to each other.

“Celebrations begin as we come together.”





ABOUT THE ARTIST

Riki Salam

Riki Salam, Principal, Creative Director and artist of We are 27 Creative, was born and raised in Cairns on Yidinji Land in 1972 and is a member of and connected to Kala Lagaw Ya – Western Island groups (St. Pauls – Moa Island), Kuku Yalanji Peoples on his Father's and Grandfather's side and a member of the Ngai Tahu people in the South Island of New Zealand on his Mother's side. Educated in both Cairns and Brisbane, he has more than 20 years of industry experience as a graphic designer and artist.

Riki has worked on many high-profile projects, including the Qantas painted Boeing 747/800, Yananyi Dreaming, and produced artworks for Telstra, Origin, Woolworths, the Healing Foundation and the Australian Human Rights Commission. Riki also designed the identity for the G20 in 2014. He works in pen, ink, brush, gouache on paper and with acrylic paints, exploring concepts of traditional culture in a contemporary format.



Our business

Inclusee Ltd is a not-for-profit organisation with the mission to use the power of connection to reduce isolation and loneliness for Australians.

We provide services for segments of the Australian population who are seen to be at risk of loneliness, providing them with opportunities for companionship and friendship. We have a paid staff of less than 30 that run our programs and over 300 volunteers who provide companionship, social connection, and digital mentoring to our program participants.

Our services are funded by various government grants including the Commonwealth Home Support Program and the Federal Community Visitors Scheme. We have a diverse staff and volunteer base including people from many cultures, ages, ability groups and, at the time of creating this plan, our staff includes one First Nations identifying employee, 3 First Nations identifying volunteers, and 10 First Nations identifying program participants. With the measures undertaken in the RAP we hope to increase our numbers of the above.

Our current services are provided in several regions of Queensland, New South Wales and Victoria which are dictated by our grants. Our volunteers are from all over Australia. Our head office is located in Brisbane, Queensland, on Turrbal Country.





Our RAP

First Nations people have suffered greatly in all aspects of life as a result of colonisation and continue to experience systemic disadvantages because of policies and practices enacted by the colonisers of Australia.

A significant part of this discrimination is the failure to recognise the strength and contributions of First Nations people, and to acknowledge the huge contribution they make to a better Australia for all. It is important to continue working towards a better nation; a nation which embraces all ethnicities and respects their differences, and Inclusive acknowledges that First Nations perspectives can and must play a significant part in our country's healing and advancement.

Inclusive Ltd recognise the importance of working with First Nations people to improve equality of health outcomes for all Australians. We recognise that there are significant shortcomings in health and wellbeing services for First Nations people, particularly in the aged care and disability support sectors. By developing and implementing this Reconciliation Action Plan, Inclusive Ltd intend to reflect on our own part in these shortcomings and we are making a commitment to address those

issues to which we have been complicit. A commitment to educate our staff, volunteers and stakeholders on the issues faced by First Nations people and working towards implementing changes that will create a positive impact towards making Inclusive a safe, welcoming, and beneficial place for First Nations individuals and communities.

The best time to plant a tree is 20 years ago, the second-best time is now. Reconciliation with Australia's First Nations peoples is long overdue. The Reconciliation Action Plan process is a multi-year process that Inclusive commits to taking over the long term. There is no better time to start than right now. Covid-19 has played a major part in isolating Australians. It is important now, more than ever, to ensure that all Australians are supported and encouraged to connect with their community.

Our RAP champion is Sarah Xu, Inclusive Ltd's Chief Development Officer. Sarah will be responsible for driving engagement and awareness of the RAP within Inclusive, as well as engaging with our Volunteer Services Team and Marketing Team to raise awareness of our RAP and the goals we are working towards within the plan.



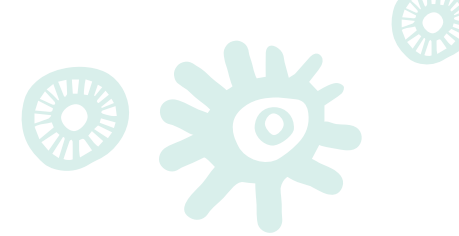
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2022	Chief Development Officer
	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our service areas.	September 2022	RAP Working Group Chair
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	RAP Working Group Chair
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2023	RAP Working Group Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2023	Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff by including a statement of reconciliation intent in staff and volunteer induction packages.	January 2023	Chief Executive Officer
	Include an Acknowledgement of Country in all organisational email signatures.	September 2022	Chief Development Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2022	Chief Development Officer
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2022	Chief Development Officer

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	August 2023	Chief Development Officer
	Conduct a review of cultural learning needs within our organisation.	February 2023	RAP Working Group Chair
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2023	RAP Working Group Chair
	Investigate the names of First Nations language groups in each of the 19 Aged Care Planning Regions we operate.	February 2023	RAP Working Group Chair
	Create factsheet and list of resources for staff and volunteers with information on the local Traditional Custodians of each of the lands on which we offer service.	March 2023	RAP Working Group Chair
	Research protocols for engaging with local Traditional Custodians in our service areas and put forward recommendations for engaging in future RAPs	July 2023	RAP Working Group Chair
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2023	Chief Development Officer
	Begin all internal training sessions and meetings, and all external presentations with an Acknowledgement of Country.	September 2022	Chief Executive Officer
	Include in our Standard 1, Dignity and Respect policy an instruction that all formal gatherings including team days, training days, workshops and public gatherings are to begin with our message of Acknowledgment of Country.	January 2023	RAP Working Group Chair
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2023	RAP Working Group Chair
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2023	RAP Working Group Chair
	RAP Working Group Chair to participate in an external NAIDOC Week event.	First week in July 2023	RAP Working Group Chair



Opportunities

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.	May 2023	Chief Development Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	June 2023	RAP Working Group Chair
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.	October 2022	Chief Development Officer
	Investigate Supply Nation membership.	October 2023	Chief Development Officer
	Refer to Supply Nation to identify organisations and services owned and operated by First Nations Peoples that we can collaborate with in all areas of our business.	November 2023	Chief Development Officer
	Put forward recommendations to management to implement based on business case developed.	August 2023	Chief Development Officer



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Review RAP Working Group and add new members.	January 2023	Chief Executive Officer
	Review RAP Terms of Reference for the RAP Working Group.	February 2023	RAP Working Group Chair
	Review Aboriginal and Torres Strait Islander representation on the RAP Working Group and devise ways to increase this representation.	October 2022	RAP Working Group Chair
11. Provide appropriate support for effective implementation of RAP commitments.	Review resource needs for RAP implementation.	March 2023	RAP Working Group Chair
	Gain a renewed commitment from senior leaders in the delivery of RAP commitments.	February 2023	RAP Working Group Chair
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2022	RAP Working Group Chair
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022	RAP Working Group Chair





Sarah Xu

Chief Development Officer

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inclusee
Connecting Community 

join in