



Reflect Reconciliation Action Plan

August 2023 - September 2024



Acknowledgement

We acknowledge the Whadjuk people of the Noongar Nation on which iLA and Indigo as partner organisations have the privilege of being based, as well as the many Traditional Custodians of the land on which our staff work and live throughout Australia.

We respect and honour the Elders past and present of this land; and all First Nations peoples, their stories, traditions, living cultures, and continued connection to land. We recognise the importance of inclusion, participation, and connection to community and land. May we walk forward together to deepen our understanding and create greater pathways to inclusion.

Featured artwork: Produced by iLA and Indigo staff members during a workshop facilitated by First Nations artist, Sammy Wyborn as part of the Reconciliation Action Plan.





A message from Reconciliation Australia's CEO

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

iLA and Indigo 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 iLA and Indigo 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 iLA and Indigo, 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 organisations

iLA and Indigo were founded in 1977 by Ms Freda Jacob, as the Independent Living Centre WA, a not-for-profit which provided an information and advisory service for assistive equipment and technology.

In January 2020 the Independent Living Centre WA was restructured, rebranded, and renamed to become two distinct organisations, Independent Living Assessment Incorporated (iLA) and Indigo Australasia Incorporated (Indigo).

Newly located in East Perth, iLA is emerging as a peak organisation in supporting the Australian community to make genuine and informed decisions through the provision of independent information, navigation, and capacity-building initiatives.

Their initiatives include LiveUp, AT Chat, KeepAble, Regional Assessment Services, Village Hubs Grants, NDIA Participant Engagement Panel, and Sector Support and Development.

Located opposite Kings Park in Nedlands, Western Australia, Indigo's experienced allied health professionals work with people to choose and access equipment, technology, and services for their independence and wellbeing. Their services support people with disability, seniors, carers, health professionals, and educators.

Both organisations support people with disability, older people, carers, health professionals, and the aged care sector.

iLA and Indigo employ over 250 people. To date there is one person who identifies as Aboriginal and/or Torres Strait Islander within the organisations. This information is currently captured in the recruitment process.

All Services within Indigo and iLA are in support of the development of the RAP.



Our values

Our respective Values provide common organisational purpose and communicate what we hold as important.

All aspects of our organisations are held steadfast by our core values.



Integrity

We are accountable, honest, and transparent in all our actions.

Passion

We are dedicated to making a difference and creating change.

Embracing

We respect individuality and welcome opportunities with purpose and energy.

Authentic

We are reliable and sincere in our commitment to do what we say we will do.



Integrity

Carry out agreed actions through honest communication, efficiency, and extensive knowledge.

Passion

Showing that we believe in what we do through warmth and enthusiasm.

Together

We are not all the same, we are equal; and our commitment is to work in partnership with others.

Creativity

Having the courage and willingness to explore alternative options and the commitment to give things a go.



Message from our CEO

iLA and Indigo are wholly committed to being at the forefront of closing gaps which exist in the aging, disability, and community sectors through creating an enhanced partnership with Aboriginal and Torres Strait Islander communities.

We are aware these words must translate into action for our beliefs to be realised and it is important these first steps towards reconciliation are taken with conviction from all involved.

Creating this Reflect Reconciliation Action Plan aligns with our broader strategic goals, but it is the profound

social responsibility we feel as organisations that will ensure this process is instilled across iLA and Indigo for the creation of meaningful Reconciliation Action Plans into the future.

Our commitment is outlined by all 14 actions we are undertaking by:

Building relationships; through developing our understanding of stakeholders and communities affected by iLA and Indigo's services.

Developing respect; driven by a process of improving education, increasing awareness, and understanding amongst all employees; and

Providing opportunities to enable the Aboriginal and Torres Strait Islander communities, tailored support, and better access to our support networks.

Steve Glew
Chief Executive Officer

Our RAP vision statement

Indigo Australasia (Indigo) and Independent Living Assessment (iLA) believe Reconciliation provides us an opportunity to develop and nurture greater understanding and mutual respect across cultures.

We consider this to be the key in establishing a strong foundation for creating relationships and connections with Aboriginal and Torres Strait Islander communities which exist in the aged, disability, and community sectors.

In striving to create meaningful partnerships and build on trust and respect with Aboriginal and Torres Strait Islander communities, our aspiration is to commit to ongoing active engagement as opposed to token gestures; to identify opportunities for improvement resulting in the realisation of goals.

Both organisations support people with disability, older people, carers, health professionals, and the aged care sector. We hope in making a strong commitment to the RAP process we can do this equitably for all people who require this support.



Our commitments

This inaugural RAP reflects our ongoing commitment to partner with Aboriginal and Torres Strait Islander peoples throughout Australia to maximise opportunities to closing gaps which exist in the aged, disability, and community sectors.

Our reconciliation journey thus far has included measures that individually do wonderful things, but the combined actions our Reflect RAP will seek to achieve and implement, will promote lasting change, and set up our relationship with Aboriginal and Torres Strait Islander communities to be stronger than it has ever been.

We have established a RAP Committee to assist in the process of developing our Reflect RAP. This group is composed of iLA and Indigo staff who work across the organisations bringing together varied life and work experiences and values.

Our RAP Committee

Activities undertaken by this group are monitored and evaluated in quarterly meetings with outcomes reported and shared.

Member	Position
Andrea Morris	General Manager iLA - RAP Champion
Sarah Price Twist	Content Lead - Project Lead
Grace Turco	Marketing Lead
Anthea Austin	Team Lead Allied Health (North)/Physiotherapist
Bernadette Mitchell-Armstrong	Business Innovation Manager
Vanessa Langenberg	Growth and Innovation Program Lead
Shabana Ali	People and Culture Business Partner
Fleur Litster	Program Support Officer

iLA and Indigo will take steps to improve our cultural awareness program and initiatives to organise in person cultural awareness sessions and workshops.

Our journey

From the start, inclusion has always been at the heart of our services and embedded within our organisational values and goals.

With over 40 years of service provision in the disability and aged care sectors, we have supported and assisted Aboriginal and Torres Strait Islander peoples to access allied health services, equipment and devices, online resources and support platforms, and establish Village Hubs.

As iLA and Indigo continue to grow, both organisations have developed Strategic Plans that are responsive and sensitive to needs of a changing Community sector.

In alignment with our broader strategic goals, it is the heartfelt social responsibility we feel as organisations that will ensure the processes and practices we implement are done in a tangible way across iLA and Indigo on all levels of operation now, and in the future.

This all speaks to our passion and drive to be better able to serve in Aboriginal and Torres Strait Islander communities that we support and to work collaboratively to achieve their goals.

Over the last 12 months there has been an impetus for more social action to be taken, and a willingness and a desire to improve our practices. It is important that on all levels of the organisation our RAP is implemented in concrete ways resulting in the collaborative achievement of desired and agreed goals.

In 2022 we engaged Professor Shane Hearn from First Nations Media Australia to present three Cultural Awareness Training sessions to iLA and Indigo staff, as well as an online session to Board members. Staff rated the training 4/5 stars and reported that

their cultural awareness of Aboriginal and Torres Strait Islander cultures rose from 58% to 74%. 94% of staff also reported that they'll be able to apply what they've learnt in future work and life in general.

In 2023 we celebrated NAIDOC Week by sharing the purpose and history behind the week, and how to get involved with staff. We included resources on some of the wonderful Aboriginal and Torres Strait Islander books, TV, film, music, and podcasts available, and sourced lanyards for each staff member from Aboriginal and Torres Strait Islander owned businesses that depicted beautiful traditional artwork.

We will continue to build on the success of these communications as we move forward.



Community partnerships

Through our online platforms Indigo have investigated Aboriginal and Torres Strait Islander suppliers that could be applicable to products sold on the National Equipment Database (NED).

Promoting these businesses to customers as Aboriginal and Torres Strait Islander on NED is a work in progress, with the end goal of attaching badges to make it easy to identify the supplier is an Aboriginal or Torres Strait Islander business.

We are aware in working with these suppliers the opportunities and outcomes need to be of mutual benefit to ensure lasting relationships with these organisations.

iLA have targeted engagement activity occurring within the LiveUp and Village Hub programs.

Within Village Hubs there are two hubs (Grafton in NSW and Cairns in Qld) who have been funded to support older Aboriginal and Torres Strait Islander peoples at risk of experiencing loneliness and isolation.

iLA's role relates to overseeing the overall grants administration and ensuring each of the Hubs upload their own data into the Govt Data Exchange portal.

With regards to LiveUp, iLA have a partnership with CultureLink and Think HQ and are currently working with them to support our engagement with Aboriginal and Torres Strait Islander communities, review of the *Making Choices, Finding Solutions* Guide with recommendations on relevance to Aboriginal and Torres Strait Islander communities, and thirdly to provide professional development to our employees and Board members.

Indigo and iLA see immense potential in our spheres of influence in delivering tailored care to Aboriginal and Torres Strait Islander communities.

Relationships

We will continue to seek out and establish meaningful relationships built on trust and respect with Aboriginal and Torres Strait Islander peoples, organisations, and communities.

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.	22 December 2023	Business Development Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	22 December 2023	Growth and Innovation Program Lead
	Research one potential partnership each for Indigo and iLA that suit the specific requirements of each organisation.	22 December 2023	Growth and Innovation Program Lead

Relationships (continued)

Action	Deliverable	Timeline	Responsibility
2. Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and reconciliation materials to staff.	May 2024	Marketing Lead
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2024	Project Lead
	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	Project Lead
	Use our platform to promote NRW externally through social media.	27 May – 3 June 2024	Program Support Officer
3. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	22 December 2023	Allied Health Team Lead
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and ensure processes are culturally sensitive.	22 December 2023	People and Culture Business Partner

Relationships (continued)

Action	Deliverable	Timeline	Responsibility
4. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	22 December 2023	Marketing Lead
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	22 December 2023	Project Lead
	Identify RAP organisations and other likeminded organisations that we could approach to collaborate with on our reconciliation journey.	22 December 2023	Project Lead
	Research viable ways we can promote reconciliation through our websites.	22 December 2023	Business Development Manager

Respect

We embrace and honour diversity, different cultures, and peoples from all backgrounds and walks of life by truth building and maintaining collaborative partnerships to ensure our services reflect this approach. We commit to fostering understanding of Aboriginal and Torres Strait Islander ways of doing things, pride in their cultures and heritage, and working towards a shared national identity.

Action	Deliverable	Timeline	Responsibility
1. Increase understanding, value, and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Develop a strategy for increasing understanding, value, and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.	31 July 2024	Project Lead
	Conduct a review of cultural learning needs within our organisation.	31 July 2024	People and Culture Business Partner
	Develop resources for staff to promote reconciliation and support cultural awareness.	22 December 2023	Marketing Lead
2. 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 areas.	31 July 2024	Growth and Innovation Program Lead
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	31 July 2024	Program Support Officer

Respect (continued)

Action	Deliverable	Timeline	Responsibility
	Investigate developing resources and policies for staff to follow for correct Acknowledgement of Country and Welcome to Country protocols.	20 December 2024	General Manager
	Investigate a suitable Acknowledgement of Country on websites.	September 2023	Project Lead
3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst staff about the meaning of NAIDOC Week.	28 June 2024	Marketing Lead
	Introduce staff to NAIDOC Week by promoting external events in our local area.	3 July 2024	Marketing Lead
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	Project Lead
	Support staff in engaging in NAIDOC week celebrations.	28 June 2024	General Manager

Respect (continued)

Action	Deliverable	Timeline	Responsibility
4. Pay respect to Aboriginal and Torres Strait Islander cultures, land, and waters on our online platforms.	Develop a plan to increase Aboriginal and Torres Strait Islander employment opportunities within our organisations.	31 July 2024	People and Culture Business Partner

Opportunities

We will seek and create opportunities to partner with Aboriginal and Torres Strait Islander organisations and communities that will be of social and economic mutual benefit to all parties.

Action	Deliverable	Timeline	Responsibility
1. Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	31 June 2024	Business Development Manager
2. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Build and encourage staff awareness of Indigenous Business databases.	22 December 2023	Business Development Manager
	Investigate Supply Nation membership.	22 December 2023	Business Development Manager
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	22 December 2023	Business Development Manager

Governance

Indigo and iLA will maintain a working RAP Group to oversee the RAP and its actions/deliverables.

Action	Deliverable	Timeline	Responsibility
1. Maintain a RAP Working Group (RWG) to govern RAP implementation.	Draft a Terms of Reference for the RAP Committee.	22 December 2024	Project Lead
	Establish Aboriginal and Torres Strait Islander representation on the Reconciliation Working Group.	20 December 2024	General Manager
	RWG are to meet quarterly through the implementation of our RAP.	20 December 2024	Project Lead
2. Provide appropriate support for effective implementation of RAP commitments.	Review resource needs for RAP implementation.	30 June 2024	General Manager
	Engage senior leaders in the delivery of RAP commitments.	22 December 2023	General Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	22 December 2023	Project Lead
	Maintain a senior leader to champion our RAP internally.	22 December 2024	General Manager

Governance (continued)

Action	Deliverable	Timeline	Responsibility
3. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Project Lead
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	1 August annually	Project Lead
	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.	1 August annually	Project Lead
4. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	20 December 2024	Project Lead

Equiries about this RAP should be directed to:

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