



NDIS Quality
and Safeguards
Commission



Reflect Reconciliation Action Plan

August 2024 – August 2025





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Artwork by
**Presten
Warren**

Acknowledgements

Acknowledgement of Country and Traditional Owners

In the spirit of reconciliation the NDIS Quality and Safeguards Commission acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present.

RAP Dedication

The NDIS Quality and Safeguards Commission dedicate this Reconciliation Action Plan (RAP) to the memory of our dear colleague, Daryl Neal. Daryl's commitment and efforts were instrumental in driving our reconciliation initiatives forward. His dedication to fostering understanding, respect, and collaboration between all has left an indelible mark on our organisation and on each of us personally.

Daryl's passion and leadership guided the RAP Committee and laid a strong foundation for meaningful change and lasting relationships. His spirit and vision continue to inspire us as we carry forward the important work of reconciliation.

In honouring Daryl's legacy, we reaffirm our commitment to the principles he championed and strive for reconciliation. This plan is a testament to Daryl's work and enduring vision.

About the art

Artist's statement:



“Wai, my name is Presten and I am a 24 year old Indigenous artist living in Port Lincoln, South Australia. I was born in Port Augusta and grew up in Ceduna and I am a proud Wirangu/Dieri/Kokatha/Mirning/ Arabana man.

I am a descendant of the desert & ocean tribes of Australia. I am a country boy, have country blood and country in my soul.

Following in my Grandmother's footsteps, art has always been a big part of my life. It is my outlet, my safety, my pride and my church. Art is something my family and my culture have been practising for millennia.

I have always been interested in all types of art and I am so passionate about all mediums, forms and tools within the art world and the endless options to create something strange, beautiful and captivating.

Art does something to us. It provokes and stimulates something deep within us that we all share. It is a very special form of storytelling and one which is sacred to my culture.

I often lose myself in my own thoughts as I tell my stories through painting. I love that we can all let our imaginations spill out onto canvas with such bewildering colours and uniquely textured details telling stories in ways that words just can't.

My mother and grandmother taught me everything I know about art and I am so grateful for the passion they ignited in me.

It feels good to be able to keep this important tradition alive in our family and hopefully pass it on to generations ahead.

I live with my partner Troy who runs his own digital design business and our two Jack Russells Max & Ruby."

- *Presten Warren*



Community.

This symbol represents a community/organisation featuring a group of people sitting around a campfire.



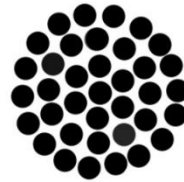
Connection.

This symbol features journey lines between two waterholes representative of connection between the land and communities.



People.

These symbols represent people sitting, they can be painted with symbols of tools to differentiate genders however this story features all genders and ages.



Meeting Place.

These central symbols depict meeting places or campfires for people to share wisdom, stories and bush tucker.



Journey.

Long winding paths are symbolic of journeys taken by families, animals & our ancestors's spirits between communities along traditional tracks.



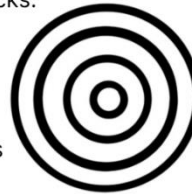
Rock Pools.

These more intricate designs represent Australia's beautiful rock pools along our abundant shores and amongst our waterways.



Mountain Hills.

Winding concentric lines depict Australian mountain ranges & hills across our distinct landscape.



Waterhole.

Concentric circles are symbols of the lush and pure waterholes of Australia cherished by First Nations people as sacred sites.



Native Berries.

These smaller circles symbolise native berries and fruits and evoke health, wellbeing and nature's sustenance.

Description of artwork by Presten Warren:

This artwork embodies the NDIS and the crucial work they do for our country.

The large round community symbol on the left leading into the central piece depicts the NDIS's journey as an organisation, illustrating progress, connection and trust.

The central community symbol not only signifies the NDIS as a community but also embodies each employee's contribution. The outer circle symbolising the strategic planning and goals for this Reconciliation Action Plan while traditional designs exuding outward represent the impact of the NDIS on Country.

The intricate arrangement of line and dotwork spilling out from the central piece represents the diverse community groups that the NDIS cares for and the extensive connections between the people of the NDIS and Aboriginal & Torres Strait Islander people, past, present & future. Detailed rock pools and arid lands remind us of the beauty & abundance of our land.

Light purples represent family & community while calming greens represent health and wellbeing.

Reconciliation Action Plan Committee

The Reconciliation Action Plan Committee is made up of 10 employees from across the NDIS Quality and Safeguards Commission. The group includes Aboriginal and Torres Strait Islander employees as well as a number of other NDIS Quality and Safeguards Commission employees. We acknowledge their efforts in helping to create a Reconciliation Action Plan of which the NDIS Quality and Safeguards Commission is proud.

Statement from CEO of Reconciliation Australia

Reconciliation Australia welcomes NDIS Quality and Safeguards Commission to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

NDIS Quality and Safeguards Commission joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types— Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables NDIS Quality and Safeguards Commission 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 NDIS Quality and Safeguards Commission, 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



Statement from the Commissioner

Reconciliation is a vital journey that demands commitment and meaningful action. At the NDIS Quality and Safeguards Commission, we understand the significance of this journey in our role as a regulator, and the importance of building relationships with Aboriginal and Torres Strait Islander communities to better uphold the rights of all NDIS participants.

We are proud to present our Reflect Reconciliation Action Plan (RAP), outlining our dedication to reconciliation and an inclusive and equitable future.

Our belief in reconciliation stems from a deep respect for the lived experiences of Aboriginal and Torres Strait Islander peoples, which is extended to the participants we safeguard and their communities, NDIS workers and providers and our own staff at the NDIS Commission.

The Reflect RAP marks a milestone in our reconciliation journey, allowing us to assess our current position and commit to initiatives that prioritise reconciliation, laying the groundwork for our future endeavours.

I invite you to join us on this journey as we strive for a reconciled Australia.

Louise Glanville
Commissioner, NDIS Quality & Safeguards Commission

Our Reconciliation Principles

We are a culturally responsive regulator.

This means we:



Listen

Actively listen for a deeper understanding and connection with Aboriginal and Torres Strait Islander peoples.



Action

Action for a tailored, inclusive and responsive workplace and regulator for Aboriginal and Torres Strait Islander peoples.



Champion

Champion and promote responsibility and accountability for a culturally safe workplace, by embedding human rights principles in our organisational leadership, governance, processes, practice, and culture.



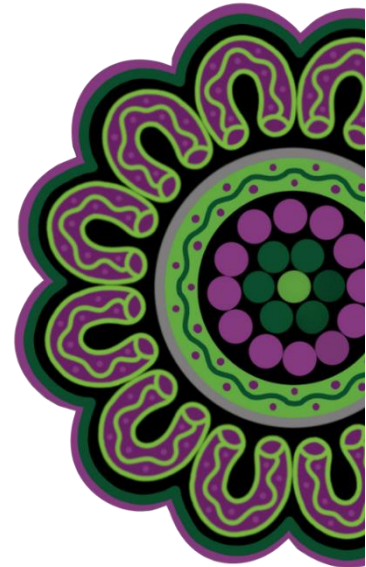
Empower

Empower our people to understand and embrace the spirit and intention of reconciliation.

Our Business

The NDIS Quality and Safeguards Commission (NDIS Commission) is a dedicated regulator of the NDIS. We work to improve the quality and safety of NDIS services and supports across Australia by:

- Investigating and processing complaints made against workers and providers, including reportable incidents
- Overseeing the registration process of providers, including audits
- Ensuring compliance with the NDIS Code of Conduct and NDIS Practice Standards
- Providing clinical leadership in behaviour support and promoting the reduction and elimination of restrictive practices
- Providing education to participants, workers and providers on their rights and obligations.



Central to our purpose are participants of the scheme. It is the role of the NDIS Commission to uphold the rights of NDIS participants, whether through investigating complaints against providers, developing policy and standards, or providing providers with support to ensure they meet certain requirements. This is designed to ensure participants are accessing services and supports through their NDIS funding that is of a high quality, and that they are safeguarded from harm.

The NDIS Commission regulates the providers that NDIS participants may access. At March 2024, 649,623 participants had approved plans. Out of 205,367 active providers in the March 2024 quarter, 8,786 providers supported Agency-managed participants, 183,147 providers provided support to plan-managed participants and 51,857 providers provided support to self-managed participants.

The impact of this is the creation of an open and competitive market for participants to access when selecting a provider. This allows the participant to exercise their own choice and control of the services they use for their own support.

Our Participants

The NDIS Commission aims to uphold the rights of all NDIS participants by ensuring safe and quality services and supports.

In the NDIS Quarterly Report for March 2024, 51,176 active NDIS participants identified as being Aboriginal and/or Torres Strait Islander people.¹

We aim to ensure that Aboriginal and Torres Strait Islander peoples with a disability are accessing supports that are culturally safe, culturally sensitive, and respectful. We do this through various approaches, including:

- Utilising various tools and measures to ensure compliance with NDIS legislation – this includes the NDIS Code of Conduct, which ensures that providers are respectful of an individuals' right to expression and self-determination²
- Providing resources to assist Aboriginal and Torres Strait Islander peoples to understand their rights and the role of the NDIS Commission, such as a Participant Information pack³
- The 'Make It Known, Make it Better' initiative⁴ – which is designed to raise awareness amongst Aboriginal and Torres Strait Islander peoples of the NDIS Commission and its complaints function.

Ultimately, we always aim to ensure that Aboriginal and Torres Strait Islander participants and their families are supported by everything we do.

¹ [Quarterly Reports | NDIS](#)

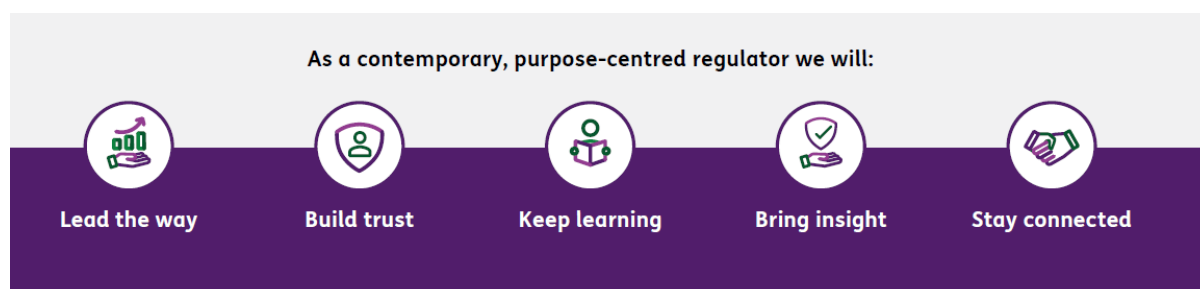
² [NDIS Code of Conduct | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

³ [Participant information pack | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

⁴ [Make it known, make it better | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#)

Our Workforce

Alongside the Australian Public Service (APS) Values, which every Commonwealth agency follows, the NDIS Commission operates with the following framework in mind:



Each element of the framework inspires the workforce of the NDIS Commission and any interactions or work undertaken in the safeguarding of NDIS participants. These principles, simultaneously, inform our approach to the public more broadly, and relate to our reconciliation journey in the following ways:

- **Lead the way** – as a regulator, the NDIS Commission has the opportunity to lead providers in ensuring the highest standard of supports and services to Aboriginal and Torres Strait Islander participants
- **Build trust** – by incorporating Aboriginal and Torres Strait Islander experiences and views into NDIS Commission initiatives, we can build trust between the NDIS Commission and Aboriginal and Torres Strait Islander communities
- **Keep learning** – ensuring the NDIS Commission always incorporates Aboriginal and Torres Strait Islander voices in decision-making to understand how best to cater our approach for Aboriginal and Torres Strait Islander communities
- **Bring insight** – offering tailored support for NDIS providers in ensuring resources are available in providing culturally respectful and safe services to Aboriginal and Torres Strait Islander participants
- **Stay connected** – strengthening our ties to Aboriginal and Torres Strait Islander communities across Australia, through continued consultation and collaboration.

These principles, when read alongside the NDIS Commission’s reconciliation principles, will assist the NDIS Commission in ensuring our Reflect RAP continues to be fit for purpose.

Further, we are committed to having a diverse and inclusive workforce, within which values of respect and empathy are paramount. The NDIS Commission currently employs 528 employees across Australia. According to the last APS census, 3% of NDIS Commission staff identify as being Aboriginal and/or Torres Strait Islander people.

Our Presence

The NDIS Commission pays respects to the Traditional Custodians of the lands on which all of our workplaces are situated on and extend those respects to all Aboriginal and Torres Strait Islander people.

Ngunnawal Country *Australian Capital Territory*

Ngunnawal Country covers the city of Canberra and encompasses an area of roughly 2100km.

Turrbal Tribe *Queensland*

Turrbal Country covers Brisbane's north side, Pine River, Bribie Island, and parts of Greater Brisbane.

Burrattagal people (Dharug) *New South Wales*

The Burrattagal clan was one of the larger Dharug clan and had settled along the upper areas of the Parramatta River for over 60,000 years.

Mulgoa clan (Dharug) *New South Wales – National Office*

The Mulgoa clan of the larger Dhraug clan lived in the areas surrounding Penrith and would hunt along the banks of the Nepean River.

Larrakia people *Northern Territory*

Larrakia Country covers the area from the Cox Peninsula, to Gunn Point, to the Adelaide River, and down to the Manton Dam region.

Kurna/Miyurna people *South Australia*

Kurna was the name given to the area of what is now Adelaide by neighbouring clans, however, the original people living in the area identified as the Miyurna people.

Nipaluna Country *Tasmania*

The term 'Nipaluna' was used by the Muwinina people to describe the region around the city of Hobart.

Kulin Nation *Victoria*

The Kulin Nation refers to five individual clans that lived in the area surrounding Melbourne, including what is now the Port Phillip Bay.

Whadjuk Noongar people *Western Australia*

The Whadjuk Nation is part of a collective of 13 peoples of similar linguistic groups in south-west Western Australia. One territory – known as 'Boorloo' – covers the area where Perth now sits.

Our Reconciliation Action Plan

Our Purpose

Our interest in reconciliation comes from our people. We believe it is important as a regulator to recognise the lived experiences of Aboriginal and Torres Strait Islander peoples, and how our work can better understand the relationships between the NDIS Commission and Aboriginal and Torres Strait Islander communities. This belief applies externally, to the Aboriginal and Torres Strait Islander NDIS participants we safeguard and their families and communities, and internally, to our own team culture and commitment to inclusivity.

The Reflect RAP is the first step in our formalised reconciliation journey, which sets down how we intend to begin the process of reconciliation. Through this plan, we are able to scope out our current position, and commit ourselves to initiatives with reconciliation at its centre. At this stage, building relationships with Aboriginal and Torres Strait Islander communities is integral to any reconciliation plan, and will ensure that our RAP is consistent, appropriate, and fit for purpose.

Alongside these formalised plans, the NDIS Commission aims to foster an environment of respect for and collaboration with Aboriginal and Torres Strait Islander peoples, in order to strengthen our connections to community and enrich our work. Acknowledgment of Traditional Custodians and the various lands before every meeting, for example, are ways to ensure respect for Aboriginal and Torres Strait Islander peoples embeds itself in our everyday work. Further initiatives will be created with Aboriginal and Torres Strait Islander staff, in order to promote inclusivity and culture within the NDIS Commission.



Our Reconciliation Journey

The Reconciliation Action Plan Committee within the NDIS Commission was established in late 2022, with the ultimate aim of developing the NDIS Commission's first RAP. Membership includes Aboriginal and Torres Strait Islander staff, people with lived experience of disability, and draws on people from across the various working areas of the NDIS Commission. The Committee currently comprises:

- Deputy Commissioner, Regulatory Policy, Insights and Review
- Director, Indigenous and Remote Operations
- Director, National Safeguarding Unit
- Director, Security and Workplace Services
- Director, National Safeguarding Unit
- Assistant Director, Access and Inclusion, People Strategy
- Senior Policy Officer, External Relations and Regulatory Policy
- Indigenous and Remote Operations Officer, Indigenous and Remote Operations
- Indigenous and Remote Operations Officer, Indigenous and Remote Operations
- Participant and Provider Contact, Contact and Early Resolution Centre (New South Wales)

The Committee will ensure the Reflect RAP will be followed and will monitor its effectiveness to ensure we are adaptable in our approach. At present, the NDIS Commission has committed itself to initiatives in order to raise awareness of reconciliation more broadly. The NDIS Commission's RAP Champion is the Deputy Commissioner, Regulatory Policy, Insights and Review, responsible for driving and championing internal engagement and awareness of the RAP. In addition, the Champion sits on the Executive Leadership Team (ELT) of the NDIS Commission, to ensure the ELT has oversight over the RAP as it progresses.

Our Partnerships and Internal Initiatives

Community Partnerships

The NDIS Commission actively engages with community stakeholders across Australia in order to strengthen our bonds to community. These partnerships include the Consultative Committee, which brings together a diverse mix of stakeholders, including participants and their families, service providers, advocates and disability representative organisations, to represent the interests and different perspectives of people with lived experience of disability, including NDIS participants, and NDIS providers.

Its purpose is to connect people from the NDIS Commission with stakeholders to ensure that the voice of the participant is considered as part of the decision-making process, as well as promote awareness and understanding of the NDIS Commission's role and its activities.

In addition to this large committee, the NDIS Commission regularly engages with providers across Australia to ensure high quality services are meeting the needs of participants, including Aboriginal and Torres Strait Islander participants.

The below activities and initiatives represent the NDIS Commission's commitment to embedding partnerships within its business as usual work. However, it notes that as a relatively new agency, it is still in the process of establishing and strengthening its relationships with Aboriginal and Torres Strait Islander peoples, stakeholders, communities and organisations. Identified stakeholders include First Peoples Disability Network, National Aboriginal Community Controlled Health Organisations and Sydney Regional Aboriginal Corporation.

The NDIS Commission has also recently established an Indigenous and Remote Operations team who will work closely with Indigenous communities and establish relationships with key stakeholders.

Grants Program

The NDIS Commission operates a grants program and since the financial year 2018 to 2019 has awarded four grants to Aboriginal and Torres Strait Islander focused/led organisations. The first grant worth \$396,918 was awarded to the Cullunghutti Aboriginal Child and Family Centre Incorporated to develop resources which will support Aboriginal Services to become NDIS providers.

In the financial year 2021 to 2022, two grants relate to building provider capacity for First Nations Australians in Rural and Remote Communities to:

- deliver co-designed online training modules to build the capacity of NDIS service providers to provide culturally responsive and safe supports to First Nations Australians who are deaf or hard of hearing and live in rural and remote communities
- design and deliver online modules and storyboard resources about culturally secure positive behaviour support training (targeted to First Nations NDIS registered providers).

The successful grant recipients were Deaf Indigenous Community Consultancy (awarded \$205,000) and Keogh Bay People Ltd (\$150,000).

In the financial year 2022 - 2023 grant round, a \$390,511.67 grant was awarded to the Aboriginal Resource Development Service (ARDS) Aboriginal Corporation to develop resources to assist participants to understand their rights, make complaints and raise issues with NDIS providers.

Internal Initiatives

As referred to earlier, the NDIS Commission has engaged in many initiatives aimed at reconciliation.

Make it Known, Make It Better initiative

This initiative is aimed at outlining how complaints about NDIS registered providers may be made to the NDIS Commission. Included within this initiative are various videos and resources, outlining the processes involved in making a complaint. Part of this program included the creation of Aboriginal and Torres Strait Islander specific resources – videos including Aboriginal and Torres Strait Islander peoples, for example – to ensure that the information was accessible to Aboriginal and Torres Strait Islander participants.

NAIDOC and National Reconciliation Week awareness

The NDIS Commission recognises the importance of National NAIDOC Week and National Reconciliation Week each year, and aims to commemorate these occasions. An Executive Leadership Team member is given ownership of programs for each event and develops activities in co-ordination with internal and external stakeholders.

Acknowledgment of Country

The NDIS Commission provides Acknowledgments of Country for each of its offices on its internal intranet (QSCnet) for staff to utilise at the commencement of meetings.

Procurement

Alongside the Commonwealth Procurement Rules, the NDIS Commission sets its own internal targets to ensure Aboriginal and Torres Strait Islander businesses are given the opportunity to respond to various requests for work orders, in order to promote inclusivity and ensuring diversity of experience. In the 2022-2023 financial year, the NDIS Commission aimed for 35 contracts with Aboriginal and Torres Strait Islander identified businesses and goods and services purchased from Indigenous business for 2022-23 was a total of six.

Career tracker

One of the ways the NDIS Commission has been engaging in the work of reconciliation has been to host CareerTracker interns. CareerTrackers is a national purpose-driven organisation that supports pre-professional Aboriginal and Torres Strait Islander university students and links them with employers to participate in paid, multi-year internships. CareerTrackers students complete university with high marks, industry experience and bright futures. The NDIS Commission has an established relationship with CareerTrackers and is committed to increasing the number of Aboriginal and Torres Strait Islander interns over time.

Our Action Plan



Relationships

Action 1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

*While deliverables are connected to particular positions/teams for accountability and action, Reconciliation is a shared responsibility of all employees of the NDIS Commission.

Deliverable	Timeline	Lead
Develop and continuously review stakeholder mapping to identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. In partnership with these stakeholders, identify and implement best practice and principles to support ongoing relationship development.	August 2024 – August 2025	Deputy Commissioner, Complaints & Engagement Director, Indigenous and Remote Operations
Establish an internal staff network of identified Aboriginal and/or Torres Strait Islander staff to communicate and consult with around policies and initiatives. This group could provide extra support for cultural safety within the NDIS Commission.	August 2024 – August 2025	<ul style="list-style-type: none"> • Chief Operating Officer • Director, Indigenous and Remote Operations • Assistant Director, Access and Inclusion, Office of the NDIS Commissioner
Connect with Aboriginal and Torres Strait Islander national stakeholders and organisations within the disability sector.	August 2024 – August 2025	<ul style="list-style-type: none"> • Chief Operating Officer • Director, Indigenous and Remote Operations • Assistant Director, Access and Inclusion, Office of the NDIS Commissioner

Action 2. Build relationships through celebrating National Reconciliation Week (NRW).

Deliverable	Timeline	Responsibility
Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	RAP Committee Secretariat
RAP Committee members to participate in an external NRW event.	May 2025 – June 2025	RAP Committee
Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2025 – June 2025	RAP Committee

Action 3. Promote reconciliation through our sphere of influence.

Deliverable	Timeline	Responsibility
Communicate our commitment to reconciliation to all staff.	August 2024, October 2024, January 2025, April 2025	Deputy Commissioner, Complaints & Engagement Chair, RAP Committee
Identify external stakeholders that our organisation can engage with the NDIS Commission on our reconciliation journey.	August 2024, October 2024, January 2025, April 2025	RAP Committee
Identify RAP and other Aboriginal and Torres Strait Islander organisations that we could collaborate with on our reconciliation journey.	August 2024, October 2024, January 2025, April 2025	RAP Committee

Action 4. Promote positive race relations through anti-discrimination strategies.

Deliverable	Timeline	Responsibility
Research best practice and policies in areas of positive cultural relations and anti-discrimination practices.	August 2024 – August 2025	Deputy Commissioner, Complaints & Engagement Assistant Director, Access and Inclusion, Office of the NDIS Commissioner
Conduct a review of specific HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August 2024 – August 2025	Chief Operating Officer



Action 5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

Deliverable	Timeline	Responsibility
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 – December 2024	<ul style="list-style-type: none"> • Chief Operating Officer, Corporate • Deputy Commissioner, Complaints & Engagement
Conduct a review of cultural learning needs within our organisation.	Commenced May 2023 – August 2024	<ul style="list-style-type: none"> • Chief Operating Officer, Corporate <p>Assistant Director, Access and Inclusion, Office of the NDIS Commissioner</p>

Action 6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

Deliverable	Timeline	Responsibility
Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area.	November – December 2024	RAP Committee members
Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November – December 2024	<ul style="list-style-type: none"> • RAP Committee • Assistant Director, Access and Inclusion, Office of the NDIS Commissioner

Action 7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.

Deliverable	Timeline	Responsibility
Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	First Week in July 2025	RAP Committee NAIDOC ELT sponsor
Introduce our staff to NAIDOC Week by promoting external events in our local area.	First Week in July 2025	<ul style="list-style-type: none"> • RAP Committee • Deputy Commissioner, Complaints & Engagement
RAP Committee to participate in an external NAIDOC Week event.	First week in July 2025	RAP Committee



Opportunities

Action 8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

Deliverable	Timeline	Responsibility
Develop and review (quarterly) a business case for Aboriginal and Torres Strait Islander employment within our organisation.	August 2024, October 2024, January 2025, April 2025	Chief Operating Officer
Build understanding of and review (quarterly) current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August 2024, October 2024, January 2025, April 2025	Chief Operating Officer

Action 9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Deliverable	Timeline	Responsibility
Develop a business case and provide support for staff to ensure processes are followed for procurement from Aboriginal and Torres Strait Islander owned businesses.	December 2024	Chief Operating Officer
Investigate Supply Nation membership.	December 2024	Chief Operating Officer



Governance

Action 10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.

Deliverable	Timeline	Responsibility
Maintain our RAP Committee to govern RAP implementation.	Maintain and review annually (August 2024)	RAP Committee
Maintain Terms of Reference for the RAP Committee.	To be reviewed annually (August 2024)	RAP Committee
Maintain Aboriginal and Torres Strait Islander representation on the RWG.	To be reviewed annually (August 2024)	RAP Committee

Action 11. Provide appropriate support for effective implementation of RAP commitments.

Deliverable	Timeline	Responsibility
Define resource needs for RAP implementation.	From August 2024	<ul style="list-style-type: none"> • RAP Chair • Executive Leadership Team
Engage senior leaders in the delivery of RAP commitments.	September 2024	RAP Committee Executive Leadership Team
Maintain a senior leader to champion our RAP internally.	Maintain and review annually (September 2024)	Executive Leadership Team
Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2024	RAP Committee

Action 12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

Deliverable	Timeline	Responsibility
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.	August 2024, annually	RAP Committee Secretariat
Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August 2024, annually	RAP Committee Secretariat
Participate in annual RAP Impact Survey	30 September 2024, annually	RAP Committee Secretariat

Action 13. Continue our reconciliation journey by developing our next RAP.

Deliverable	Timeline	Responsibility
Register via Reconciliation Australia's website to begin developing our next RAP.	August 2024	RAP Chair

Contact

Alisa Chambers, Deputy Commissioner Regulatory Policy, Insights and Review
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