



RECONCILIATION
ACTION PLAN

REFLECT



Reflect Reconciliation Action Plan.

November 2023 – November 2024

avivo





Acknowledgement of Country

Avivo acknowledges the Traditional Owners of the land and waters on which our business operates on and throughout the nation.

We pay our respects to Aboriginal and Torres Strait Islander cultures; and Elders past and present.



CEO Statement

Kate Fulton

I am proud to present Avivo's Reflect Reconciliation Action plan (RAP) which marks a moment in our ongoing journey towards reconciliation with Aboriginal and Torres Strait Islander (or First Nations) people.

Avivo is privileged to work across many Aboriginal Lands of WA. We acknowledge the Traditional Owners across WA and pay our respects to Elders past and present. I acknowledge that sovereignty has never been ceded - it always was and always will be Aboriginal land.

Avivo has a long history of supporting people in their own homes connected to community. To do this well, we strive to develop our organisation and workforce in a way that reflects the diversity of all people in our community.

Our RAP committee have led the development of our RAP which will guide us in continuing to develop the Avivo community to support the inclusion of Aboriginal and Torres Strait Islander people.

I want to acknowledge the support of Whadjuk Ballardong elder Robyn Collard who continues to guide us on our reconciliation journey.

Kate Fulton
CEO



“We recognise our role in advocating for, and demonstrating what it takes to create inclusive and supportive environments where Aboriginal and Torres Strait Islander (or First Nations) people can thrive.”

CEO Statement

Chief Executive Officer Reconciliation Australia

Reconciliation Australia congratulates Avivo on continuing its reconciliation journey by formally endorsing Avivo's second Reflect Reconciliation Action Plan (RAP).

Through this plan, Avivo continues to play an important role in 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 continues the journey and primes 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 to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Avivo 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 steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Avivo on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

Our business

Avivo is a Western Australian community-based not-for-profit organisation that has been working to support people to live in their homes and maintain community independence – people who are ageing, those with disabilities, or people requiring mental health support.

By working in partnership with you and your families, Avivo provides:

In-home support

Personal support and household duties. Working with you to support you to live at home safely and independently.

Recovery support

All of us experience times when life throws us challenges that can knock us off course, and we need help to reclaim our lives.

Community support

Supporting you to stay connected and involved with your community.

Our head office operates on Whadjuk Noongar Boodja, and we work throughout metropolitan and regional WA.

In total we currently have 15 First Nations employees at Avivo with approx 1063 employees throughout Western Australia.



Our RAP

Avivo's formal reconciliation journey began in 2017. We have learnt along the way and now have the structures in place to make more progress.

We have a diverse working group that includes First Nations colleagues who have worked hard to ensure our RAP is right for our Avivo community and will make progress on our journey of reconciliation.

Avivo is committed to ensuring that a First Nations perspective is included in all that we do. We made sure that our

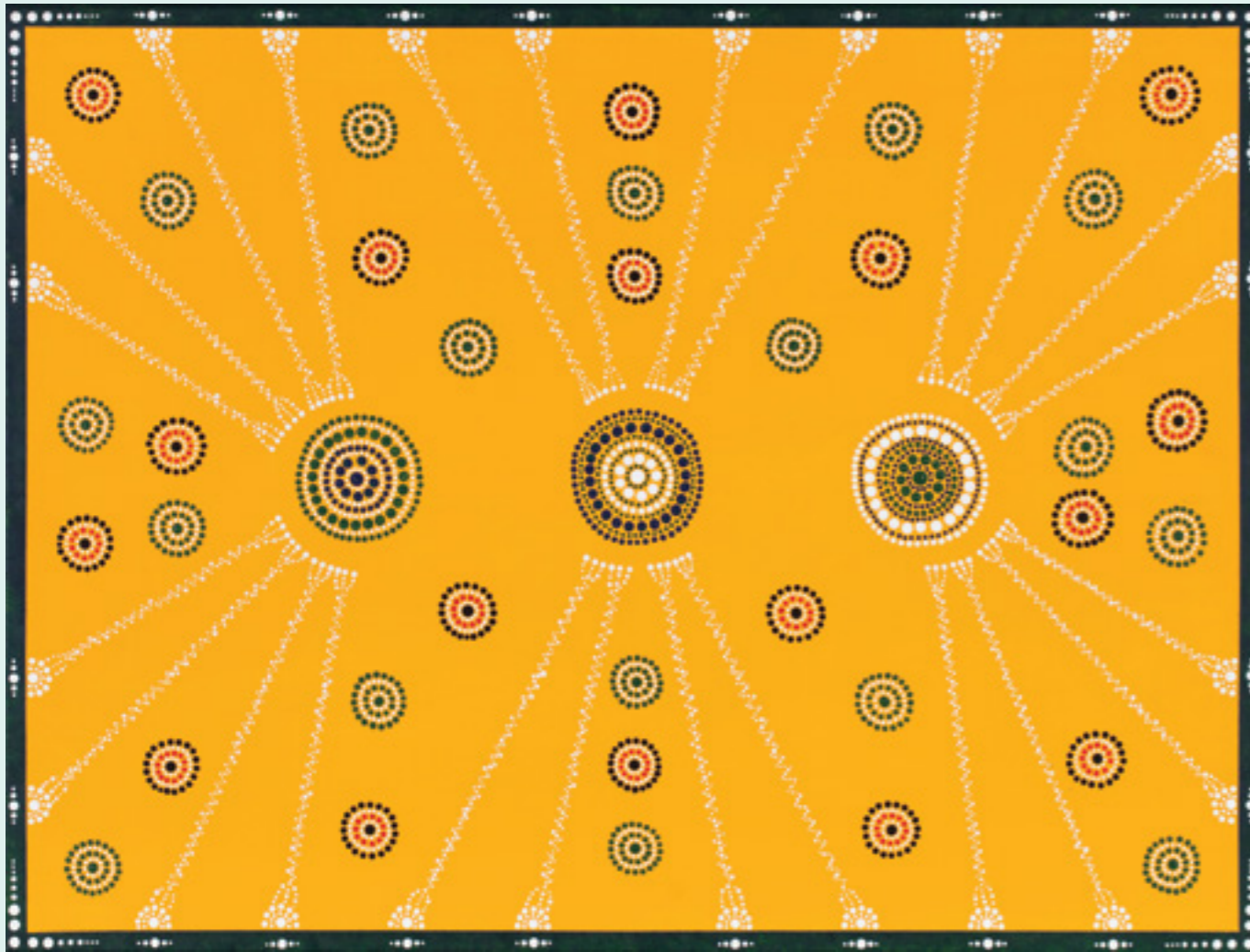
Strategic Plan reflects the progress we want to make within our Reconciliation Action Plan.

Our RAP helps us to be a diverse and inclusive workplace that is culturally safe for all and helps us to continue to build our relationships with First Nations community members, Elders and organisations.



Our partnerships/current activities

- Avivo is committed to positive actions towards celebrating, connecting, and co-designing with First Nations peoples. As part of this commitment, Avivo is developing and implementing our RAP.
- Members of Reconciliation Australia and Reconciliation WA are great partners in assisting us on our RAP journey. This partnership has already linked us in with other community organisations and elder groups around the Boorloo areas and outer regions to connect us on our Reflect journey.
- Avivo is currently working with elder Robyn Collard to deliver our cultural awareness training to employees as well as Welcome to Country and performances led by Robyn and her team for events.
- Developing internal cultural training for new starter employees with our Learning and Development Team.
- Cultural Camps led by Support Workers and community members.
- Reconciliation Action Plan Champion.



Shining a Light by Fred Knox

**Gudjala Man from Charters Towers,
North Queensland.**

The beautiful artwork you see throughout our Reconciliation Action Plan is from Aboriginal artist Fred Knox and is named 'Shining a Light'.

Fred, who is a proud Gudjala man from North Queensland, was commissioned to create the artwork to represent Avivo and our connection to community. This is only the second piece of artwork Fred has painted and we're honoured to be able to share his talent with you.

Fred was attending a healthy living lifestyle centre in Perth when he was introduced to Avivo by a fellow attendee. After getting to know the organisation, this painting was Fred's interpretation of Avivo through his dot painting technique.

The artwork shows Avivo's three areas of support focus - aged care, disability and mental health.

Around the three areas are Avivo colleagues who support our customers while shining a light out into the community, which is seen on the border.

Fred says his art has assisted his journey to sobriety. It became a way to heal himself and move on from his past.

Now seven years sober, Fred has completed his Certificate 4 in Mental Health and plans to help others who struggle with addiction. He also plans to continue to explore his creativity and hopes to be an inspiration to others.

Thank you to Fred for working with Avivo to share this beautiful depiction of the organisation.

“ The artwork shows Avivo's three areas of support focus - aged care, disability and mental health. Around the three areas are Avivo colleagues who support our customers while shining a light out into the community, which is seen on the border. ”

Our Timeline

Stage 1

Stage 2

2017

Reflect RAP
Endorsed

2018

Partially
completed actions

2019-2020

COVID

2021

Working
Group
reestablished

2022

Exploration of our
Reflect RAP journey

2023

Reflect RAP
Endorsed and
launched

2024

Making
progress and
deliverables



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.	August 2024	Mentors
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	November 2024	Business Support
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Communication & Engagement
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June, 2024	RAP WG
	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	HR Lead
3. Promote reconciliation through our sphere of influence.	Organise one NRW internal event each year	27 May – 3 June, 2024	Chairperson
	Communicate our commitment to reconciliation to all staff.	December 2023	Communication & Engagement
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2024	CEO
4. Promote positive race relations through anti-discrimination strategies.	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August 2024	Chairperson
	Research best practice and policies in areas of race relations and anti-discrimination.	November 2024	HR Advisors
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2024	HR Advisors



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.	Develop a business case for increasing understanding, value and recognition of First Nations histories, knowledge, and rights within our organisation.	September 2024	Learning & Development
	Consult with local Traditional Owners to inform of our cultural learning strategy.	March 2024	CEO
	Conduct a review of cultural learning needs within our organisation.	June 2024	Learning & Development
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop, implement, and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	March 2024	Chairperson
	Invite and connect with Local Traditional Owners to come in and provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	December 2023	Senior Leadership
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 2024	RAP Working Group
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Chairperson
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2024	RAP Working Group
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC week.	June 2024	HR Advisors



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 First Nations recruitment, retention, and professional development strategies.	October 2024	HR Lead
	Review HR and recruitment policy and procedures to remove barriers to First Nations participation in our workforce.	May 2024	HR Lead
	Develop a space for all First Nations employees to meet monthly to discuss any cultural matters in a yarning circle.	August 2024	Indigenous Employment Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2024	Indigenous Employment Officer
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from First Nations owned businesses.	August 2024	Office Services
	Develop and communicate opportunities for procurement of goods and services from First Nations businesses to employees.	October 2024	Office Services




Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	January 2024	Chairperson
	Draft a Terms of Reference for the RWG.	January 2024	Chairperson
	Establish First Nations representation on the RWG.	February 2024	Chairperson
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	January 2024	Chairperson
	Engage senior leaders in the delivery of RAP commitments.	March 2024	CEO
	Appoint a senior leader to champion our RAP internally.	January 2024	CPO
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2024	Chairperson
	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 annually	RAP Champion
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	HR Lead
13. Continue our reconciliation journey by developing our next RAP.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Chairperson
	Register via Reconciliation Australia's website to begin developing our next RAP.	October 2024	Chairperson



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