



Reconciliation Action Plan

2016 - 2017



Delivered by the
National Disability
Insurance Agency

Acknowledgements

Aboriginal and Torres Strait Islander readers are warned that this document may contain images and names of deceased people.

Acknowledgement of Country and Traditional Owners

The National Disability Insurance Agency acknowledges the Traditional Owners as the Custodians of Australia and pay our respects to their Elders both past and present.

The terms we have used in our Reconciliation Action Plan

The National Disability Insurance Agency respectfully uses the terms 'Aboriginal and Torres Strait Islander peoples' in our Reconciliation Action Plan to refer to Aboriginal and Torres Strait Islander peoples of Australia. We acknowledge that other cultural names may be preferred.

About the artwork

This artwork has been created by Deadly Design. The intention of this artwork is to show the growth, respect, and support the NDIA stands for in regards to their Reconciliation Action Plan.

Acknowledgements

This Reconciliation Action Plan reflects the efforts of many people. We would like to give special thanks to all Agency staff involved, especially the Reconciliation Action Plan Working Group.

Reconciliation Action Plan Working Group

The Reconciliation Action Plan Working Group is made up of 12 employees from across the Agency including service delivery and corporate services. The group includes Aboriginal and Torres Strait Islander employees as well as a number of other National Disability Insurance Agency employees. We acknowledge their efforts in helping to create a Reconciliation Action Plan the Agency is proud of.

Contact us

The National Disability Insurance Agency welcomes feedback on our Reconciliation Action Plan.

For more information about the development of this publication, or to request an alternative format, contact us through our website at www.ndis.gov.au or telephone 1800 800 110.

Chief Executive Officer's Foreword



“ Our Reconciliation Action Plan has a focus on developing our employees so they can understand and engage with Aboriginal and Torres Strait Islander peoples and communities. ”

I am proud to present the inaugural Reflect Reconciliation Action Plan for the National Disability Insurance Agency (NDIA; the Agency). Supporting the diversity of Australian society is at the heart of everything the NDIA does. The Agency is committed to working with all stakeholders, including Aboriginal and Torres Strait Islander participants, their families and carers, and Aboriginal and Torres Strait Islander service providers and partners, to build a world leading National Disability Insurance Scheme (NDIS; the Scheme).

Our Reconciliation Action Plan has a focus on developing our employees so they can understand and engage with Aboriginal and Torres Strait Islander peoples and communities in a way that demonstrates respect and support for Aboriginal language, heritage and culture. This will be the start of our reconciliation journey as effective engagement and relationship building takes time and will play a large role in how the Agency connects with people and builds trust. Engaging with Aboriginal and Torres Strait Islander peoples in a culturally appropriate way through well-established relationships will enable the Agency to help Aboriginal and Torres Strait Islander peoples maximise their access to economic, education and social participation in Australian society.

As the Agency progresses towards rolling out the NDIS in full in 2016, it is committed to building and sustaining employer of choice credentials to ensure that the Agency is inclusive and representative of the diversity of Australian society. Implementing a Reconciliation Action Plan will assist the Agency to be more effective in delivering a successful NDIS for Aboriginal and Torres Strait Islander participants and stakeholders and help to ensure employment practices provide equitable access for Aboriginal and Torres Strait Islander peoples. Through this commitment, the Agency's goal is to be an employer of choice for Aboriginal and Torres Strait Islander peoples.

I would like to thank everyone who has contributed to this first Reconciliation Action Plan for the NDIA. It will enable us to create a solid foundation for our own contribution to reconciliation.

A handwritten signature in dark ink, appearing to read 'David Bowen', with a long horizontal flourish extending to the right.

Mr David Bowen
Chief Executive Officer

Message from Reconciliation Australia

On behalf of Reconciliation Australia I commend the National Disability Insurance Agency (NDIA) on the development of its inaugural Reconciliation Action Plan—a Reflect RAP.

The NDIA works to support and improve the lives of Australians with a disability, their families and carers. In joining the Reconciliation Action Plan program, the NDIA demonstrates its commitment to realising reconciliation through practical actions built on relationships, respect and opportunities.

Nationally Aboriginal and Torres Strait Islander people represent a disproportionately high number of Australians with a disability. Today Aboriginal and Torres Strait Islander men and women experience disability at approximately twice the rate of other Australians; while Aboriginal and Torres Strait Islander children are also twice as likely as other Australian children to have a disability.

Reconciliation Australia commends the NDIA for its efforts to work with a range of Aboriginal and Torres Strait Islander community networks, demonstrating a keen commitment to collaborate with the communities they serve.

On behalf of Reconciliation Australia, I wish to congratulate everyone involved in the formulation of this RAP. I am excited by the positive outcomes it promises to deliver and look forward to following your evolving reconciliation journey.



A handwritten signature in black ink, appearing to read 'Justin Mohamed'.

Justin Mohamed
Chief Executive Officer
Reconciliation Australia



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In joining the Reconciliation Action Plan program, the NDIA demonstrates its commitment to realising reconciliation through practical actions built on relationships, respect and opportunities.

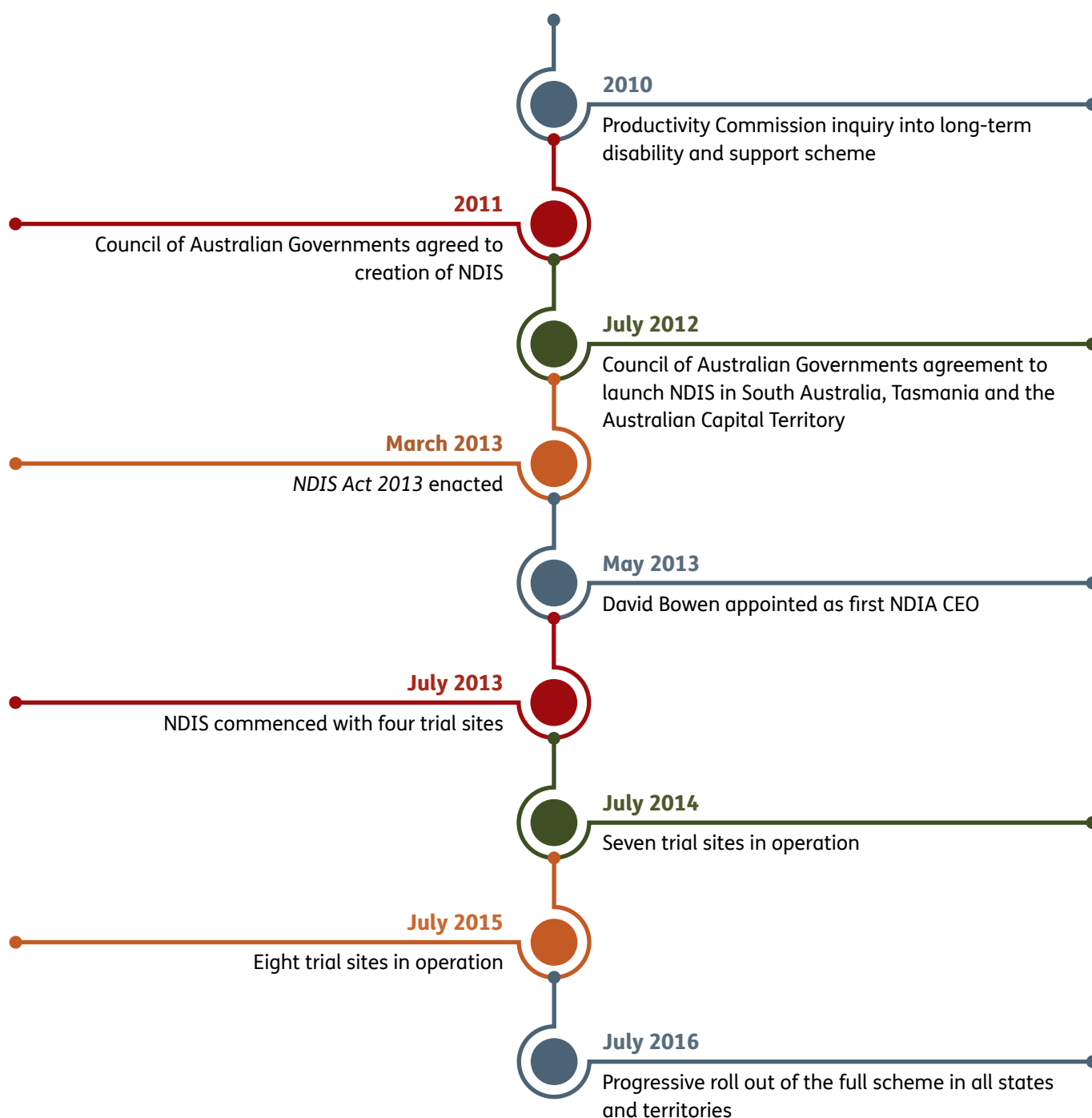
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Our History

The National Disability Insurance Agency (NDIA; the Agency) was established in 2013 by the Australian Government to implement the National Disability Insurance Scheme (NDIS; the Scheme).

The NDIS will provide all Australians under the age of 65 with a permanent and significant disability with the reasonable and necessary supports they need to live an ordinary life.

The Scheme was launched in July 2013, following years of discussion about the need for a major reform of disability services in Australia.



Our Business

The NDIS is a new way for Australia to provide individualised support for eligible people with permanent and significant disability, their families and carers. It gives people with disability more choice and flexibility over the supports they use.

Our role is to implement the NDIS and it is a whole-of-Australia effort as we work collaboratively with the Commonwealth and state and territory governments to deliver the Scheme. The impact of the Scheme will be significant socially and economically; the NDIS will support a better life for hundreds of thousands of Australians with significant and permanent disability, increasing their independence and lifting their participation in the community and the workforce. By doing this we are reducing the long-term costs on the Australian community of providing continued support.

To fulfill this role the Agency must reach all members of the Australian community that need access to the NDIS. Aboriginal and Torres Strait Islander peoples experience disability at approximately twice the rate of other Australians. Given this rate, it is essential that we work with Aboriginal and Torres Strait Islander communities, both in rural and remote areas and our cities to ensure they have appropriate access to the Scheme and provide a better NDIS for all our participants.

Our Workforce

Our Agency is committed to establishing and maintaining a diverse workforce which reflects Australian society and promotes an environment that highly values respect, dignity and professional growth.

We are invested in being an employer of choice for Aboriginal and Torres Strait Islander peoples and continually work on this commitment. As at 31 May 2016, we had 1419 employees, with 29 employees, or 2.04% of our workforce, who identify as Aboriginal and/or Torres Strait Islander. We are still striving to improve employment opportunities and move towards our target of 2.5% by 2018 through participation in programs like the Indigenous Australian Government Development Programme that helps increase the employment of Aboriginal and Torres Strait Islanders peoples within government, as well as participation in programs that build cultural understanding, such as the Jawun programme that second people from our Agency into Aboriginal and Torres Strait Islander organisations.



The impact of the Scheme will be significant both socially and economically.



Our Reconciliation and Engagement Pathway

As an agency of the Australian Commonwealth Government, we have a role to play in the communities in which we operate. Our Agency is starting along a path of reconciliation and engagement with Aboriginal and Torres Strait Islander communities and is developing strategies to guide our interactions.

Our first two strategies, the NDIA Rural and Remote Strategy and Implementation Plan and the Aboriginal and Torres Strait Islander Engagement Strategy and Action Plan, are intended to inform and guide us in the way the NDIS is delivered to diverse populations and help ensure that the NDIS delivers equity of access and experience for all Australians.

Our NDIA Reconciliation Action Plan 2016-2017 (RAP) forms the third step in our reconciliation and engagement pathway and will help connect our engagement work with communities with our employees. It will also formalise our commitment to supporting reconciliation in Australia through building and facilitating strong relationships, demonstrating respect and showing support to our Aboriginal and Torres Strait Islander employees.

We have already started on our reconciliation and engagement pathway.

- We have had the opportunity to learn first-hand about better ways to work with rural and remote communities in the Barkly Shire of the Northern Territory, Anangu Pitjantjatjara Yankunytjatjara Lands, South Australia and Tasmania.
- We are working with a range of groups, including disability organisations in the Northern Territory so that we find the right local solutions to the challenges of building the NDIS in remote areas.
- We are taking a community development approach, building capacity directly with communities and working closely with Aboriginal corporations and service providers in health and other allied sectors.
- We are partnering with the First Peoples Disability Network to establish local support groups and to help train local community connectors.

NDIA Reconciliation and Engagement Strategies

Rural and Remote Strategy and Implementation Plan

The vision of the Rural and Remote Strategy and Implementation Plan is that people with disability in rural and remote Australia, including Aboriginal and Torres Strait Islander communities, are supported to participate in social and economic life to the extent of their ability, to contribute as valued members of their community, and to achieve good life outcomes.

Aboriginal and Torres Strait Islander Engagement Strategy and Action Plan

The Engagement Strategy and Action Plan commits the NDIA to engaging with Aboriginal and Torres Strait Islander peoples and their communities in a manner that is culturally responsive or in the 'proper way'. The 'Proper way' is a colloquial phrase used to describe a way of doing business in Aboriginal and Torres Strait Islander communities in a manner which is compatible with the community's values and customs.

Our Reconciliation and Engagement Strategies are due to be published and promoted across our regions during 2016-2017.



Our Reconciliation Vision

To build and manage a world leading NDIS that provides Aboriginal and Torres Strait Islander communities with culturally-responsible and equitable access to both the Scheme and employment opportunities and provisions within the Agency.

Our Approach

We are committed to a listen, learn, build, deliver approach – an approach which underpins our ongoing growth and development as an organisation. We reflect on what we have heard from our stakeholders and then implement improvements to strengthen our operations.

Our work is also guided by our values of assurance, empowerment, responsibility, learning and integrity. Our values inform everything we do – our behaviour in the workplace, the way we interact with people, and how we design better ways of delivering the NDIS.

Our learning approach and values will guide us in implementing our Reconciliation Action Plan.

Our plan builds on a range of reconciliation activities already in place.

- NDIA staff promoting and celebrating National Reconciliation Week and NAIDOC Week each year
- Acknowledgement of Country messaging in our communications and events
- Welcoming applications from Aboriginal and Torres Strait Islander peoples for all employment vacancies
- Using identified and affirmative measures for recruiting staff with specialist knowledge and understanding for roles with a strong involvement in work relating to Aboriginal and Torres Strait Islander peoples and/or communities
- Engaging locally with Aboriginal and Torres Strait Islander communities to inform them of the NDIS.

The Agency's Executive Management Group endorsed this Reconciliation Action Plan. Our Reconciliation Champion will lead the implementation of this plan. Our Champion will be supported by other teams in the organisation including, but not exclusive to, the People and Culture Division and Reconciliation Action Plan Working Group.

Reconciliation is a shared responsibility for all NDIA teams and expanding business ownership for reconciliation actions across teams will be a key outcome over the life of this Reconciliation Action Plan.

Our Plan

Relationships

Action: RAP Working Group actively monitors RAP development and implementation of actions, tracking progress and reporting.

Deliverable	Timeline	Responsibility
1. RWG oversees the development, endorsement and launch of the RAP.	July 2016	Director, Organisational Strategy & Engagement
2. Ensure Aboriginal and Torres Strait Islander peoples are represented on the RAP Working Group.	September 2016	Director, Organisational Strategy & Engagement
3. Establish Terms of Reference for the RAP Working Group.	September 2016	Director, Organisational Strategy & Engagement
4. Meet at least twice per year to monitor and report on RAP implementation.	December 2016 August 2017 December 2017	Director, Organisational Strategy & Engagement

Action: Build internal and external relationships

Deliverable	Timeline	Responsibility
5. Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey.	December 2016	Director, Organisational Strategy & Engagement
6. Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local areas or sphere of influence that we could approach to connect with on our reconciliation journey.	February 2017	Director, Organisational Strategy & Engagement, in consultation with the RAP Working Group and Branch Manager Stakeholder Engagement
7. Develop and implement a national strategy to engage local Aboriginal and Torres Strait Islander peoples, communities and organisations with the Scheme.	February 2017	Branch Manager, Stakeholder Engagement
8. Hold at least two events focused on building relationships with local Aboriginal and Torres Strait Islander peoples, communities and organisations to inform them about the NDIS and the Agency through local engagement program.	June 2017	Branch Manager, Stakeholder Engagement

Action: Participate in and celebrate National Reconciliation Week (NRW).

Deliverable	Timeline	Responsibility
9. Encourage our staff to attend a NRW event.	27 May - 3 June, 2016 & 2017	Director, Organisational Strategy & Engagement with support from Branch Manager, Communications and Media
10. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	27 May - 3 June, 2016 & 2017	Director, Organisational Strategy & Engagement with support from Branch Manager, Communications and Media
11. Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW.	27 May - 3 June, 2016 & 2017	Director, Organisational Strategy & Engagement in consultation with RAP Working Group

Action: Raise internal awareness of our RAP.

Deliverable	Timeline	Responsibility
12. Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments.	September 2016	Director, Organisational Strategy & Engagement, (in consultation with the RAP Working Group)
13. Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP.	September 2016	Director, Organisational Strategy & Engagement, (in consultation with the RAP Working Group)
14. Establish a RAP intranet page for staff to learn about Aboriginal and Torres Strait Islander cultures, customs and histories as well as opportunities to collaborate in the implementation of our RAP and other reconciliation activities.	September 2016	Director, Organisational Strategy & Engagement, (in consultation with the RAP Working Group)
15. Engage our senior leaders in the delivery of RAP outcomes.	September 2016	Director, Organisational Strategy & Engagement



Action: Investigate Aboriginal and Torres Strait Islander Cultural Learning and Development.

Deliverable	Timeline	Responsibility
16. Provide Aboriginal and Torres Strait Islander cultural responsiveness training for all staff.	September 2016	Director, Learning & Development
17. Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation.	December 2016	Director, Organisational Strategy & Engagement
18. Communicate and encourage staff to use Reconciliation Australia's Share Our Pride online tool.	January 2017	Director, Organisational Strategy & Engagement
19. Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	June 2017	Director, Learning & Development
20. Conduct a review of cultural awareness training needs within our organisation.	June 2017	Director, Organisational Strategy & Engagement
21. Enable managers to incorporate local Aboriginal and Torres Strait Islander engagement training, in role specific induction training.	June 2017	Director, Learning & Development

Action: Participate in and Celebrate NAIDOC Week.

Deliverable	Timeline	Responsibility
22. Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about local Aboriginal and Torres Strait Islander peoples and communities.	3 - 10 July 2016 and 2017	Director, Organisational Strategy & Engagement, with support from Branch Manager Communications and Media. In consultation with the RAP Working Group.
23. Encourage our staff to participate in NAIDOC Week by promoting community events in our local areas across the network.	3 - 10 July 2016 and 2017	Director, Organisational Strategy & Engagement, with support from Branch Manager Communications and Media. In consultation with the RAP Working Group.
24. Ensure our RAP Working Group participates in an external NAIDOC Week event.	3 - 10 July 2016 and 2017	Director, Organisational Strategy & Engagement, with support from Branch Manager Communications and Media. In consultation with the RAP Working Group.

Action: Raise Internal Understanding of Aboriginal and Torres Strait Islander Cultural Protocols and Dates of Significance.

Deliverable	Timeline	Responsibility
25. Develop a list of local and national Aboriginal and Torres Strait Islander cultural dates of significance that we could celebrate/ recognise.	August 2016	Director, Organisational Strategy & Engagement (in consultation with the RAP Working Group)
26. Include a Cultural Unity award in the NDIA Rewards and Recognition Program. This award may be presented to employees who have demonstrated a commitment closing the gap between Aboriginal and Torres Strait Islander peoples and other Australians.	December 2016	Director, Organisational Strategy & Engagement
27. Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence.	March 2017	Branch Manager, Stakeholder Engagement Director, Organisational Strategy & Engagement, (in consultation with the RAP Working Group)
28. Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols).	June 2017	Director, Organisational Strategy & Engagement (in consultation with the RAP Working Group)



Opportunities

Action: Investigate Aboriginal and Torres Strait Islander Employment.

Deliverable	Timeline	Responsibility
29. Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities.	December 2016	Director, Recruitment
30. Develop and implement an Aboriginal and Torres Strait Islander Peoples Employment Strategy and Pathway including the business case for employing Aboriginal and Torres Strait Islander employees.	December 2017	Director, Recruitment

Action: Develop and Implement Aboriginal and Torres Strait Islander Attraction and Retention Strategies.

Deliverable	Timeline	Responsibility
31. Actively promote the use of cultural leave both to frontline managers and staff.	July 2016	Director, People Solutions
32. Participate in the Indigenous Australian Government Development Programme (IAGDP).	July 2016 and 2017	Director, Recruitment
33. Encourage applications from Aboriginal and Torres Strait Islander peoples in our job advertisements and recruitment website.	December 2016	Director, Recruitment
34. Develop and implement guide for utilising identified and affirmative measures positions.	December 2016	Director, Recruitment
35. Develop and implement a local strategy to engage with Aboriginal and Torres Strait Islander peoples, communities and organisations in the NDIA's mandate to support First Australian Peoples, communities and organisations with disability by creating opportunities to promote the NDIA as a potential employer.	December 2016	Branch Manager, Stakeholder Engagement with support from Director, Recruitment
36. Provide opportunity for Aboriginal and Torres Strait Islander employees to undertake study in Aboriginal and Torres Strait Islander Leadership.	December 2017	Director Learning & Development

Action: Investigate Opportunities for Secondment Programs With Aboriginal and Torres Strait Islander Organisations and NDIA.

Deliverable	Timeline	Responsibility
37. Support and promote employee participation in the Jawun program.	November 2016	Director, Learning & Development

Action: Investigate Aboriginal and Torres Strait Islander Supplier Diversity.

Deliverable	Timeline	Responsibility
38. Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.	December 2016	Director, Organisational Strategy and Engagement (in consultation with the RAP Working Group)
39. Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	February 2017	Director, Organisational Strategy and Engagement (in consultation with the RAP Working Group)
40. Procure and display artwork for each NDIA RAP that will be used to showcase different Aboriginal and Torres Strait Islander artists from different communities and regions.	December 2017	Director Organisational Strategy and Engagement

Action: Build Internal Network and Collaboration Opportunities.

Deliverable	Timeline	Responsibility
41. Establish the role of senior executive level Reconciliation Champion to provide executive support and visibility for Aboriginal and Torres Strait Islander peoples initiatives within the Agency.	July 2016	Director, Organisational Strategy & Engagement
42. Ensure Aboriginal and Torres Strait Islander employee representation on People and Culture Committee, and consider representation on future formal sub-committees of Executive Management Group.	December 2016	Director, Organisational Strategy & Engagement
43. Establish an Aboriginal and Torres Strait Islander Employee Network to develop and support Aboriginal and Torres Strait Islander staff.	January 2017	Director, Organisational Strategy & Engagement



Tracking And Progress

Action: Build Support for RAP.

Deliverable	Timeline	Responsibility
44. Define resource needs for RAP development and implementation.	August 2016	Director, Organisational Strategy & Engagement
45. Define systems and capability needs to track, measure and report on RAP activities.	August 2016	Director, Organisational Strategy & Engagement

Action: Report RAP achievement, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report.

Deliverable	Timeline	Responsibility
46. Investigate participation in the RAP Barometer.	30 September 2016	Director, Organisational Strategy & Engagement
47. Develop and implement systems and capability needs to track, measure and report on RAP activities.	30 September 2016	Director, Organisational Strategy & Engagement
48. Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2016	Director, Organisational Strategy & Engagement

Action: Report RAP Achievements, Challenges and Learning Internally and Externally.

Deliverable	Timeline	Responsibility
49. Publicly report our RAP achievements, challenges and learnings.	June 2017	Director, Organisational Strategy & Engagement

Action: Review and Refresh RAP.

Deliverable	Timeline	Responsibility
50. Develop new RAP based on learnings, challenges and achievements.	November 2017	Director, Organisational Strategy & Engagement (in consultation with the RAP Working Group)
51. Submit draft RAP to Reconciliation Australia for formal review and endorsement	December 2017	Director, Organisational Strategy & Engagement (in consultation with the RAP Working Group)

Action: Benchmark the NDIA's Cultural Capability Following Inaugural RAP.

Deliverable	Timeline	Responsibility
52. Conduct a cultural capability audit against the APS Aboriginal and Torres Strait Islander Cultural Competence Framework.	June 2017	Director, Organisational Strategy & Engagement

For more information about this document, please contact:

Director, Organisational Strategy and Engagement

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Australia

This document can be accessed online at ndis.gov.au



RECONCILIATION
ACTION PLAN

REFLECT



Delivered by the
National Disability
Insurance Agency