



National Disability Insurance Agency

Innovate Reconciliation Action Plan 2019 – 21



ndis

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 Custodians

The National Disability Insurance Agency acknowledges the Traditional 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 artist



Cian Mungatj McCue is a Larrakia man from Darwin who also has Yanyuwa and Mulluk-mulluk bloodlines. Art has been one of his

passions since a very young age. Cian is also passionate about video production. Over the years he has used both mediums to reach remote audiences across the Territory with the development of tools used in the training and educational technology space.

About the artwork

The artwork depicts Larrakia Country, which is the land and sea country of the Darwin region. In 2016, the Kenbi Land Claim was resolved, handing the land back to Larrakia people. The Kenbi Land Claim is the longest-running Aboriginal land claim case in Australia's history, taking 37 years to resolve.

In the spirit of reconciliation Cian produced the work depicting his country.

Acknowledgements

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

Reconciliation Action Plan Working Group

The Reconciliation Action Plan Working Group is made up of 18 employees from across the Agency including service delivery and corporate services.

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 at inclusionanddiversity@ndis.gov.au or telephone 1800 800 110.



Innovate Reconciliation Action Plan

May 2019 - May 2021

Contents

Acknowledgements	2
Foreword from our Acting CEO	6
A message from our Indigenous Champion	7
Our business	8
What we do	8
The NDIA workforce	9
Partners in the Community	9
Our reconciliation vision	10
Our approach	11
Our reconciliation journey	12
Achievements	12
Our commitments	14
Relationships	14
Respect	18
Opportunities	22
Governance, tracking and reporting	24
Glossary of terms	26



Foreword from our Acting CEO



I am proud to be presenting the National Disability Insurance Agency's (NDIA) Innovate Reconciliation Action Plan and acknowledging the role we can play on the journey to reconciliation.

The NDIA's first Reconciliation Action Plan was launched in July 2016. Since then, the National Disability Insurance Scheme has grown from having approximately 30,000 participants at the end of the three year trial period, to now more than 250,000. The NDIA has also grown and matured during this time to have a workforce of now over 10,000 staff and partners. I am proud of our achievements to implement our first Reconciliation Action Plan and the steps taken to develop culturally appropriate practices and workplaces during this significant period of organisational change and transformation.

This Innovate Reconciliation Action Plan outlines our ongoing commitment to develop respectful and inclusive relationships with Aboriginal and Torres Strait Islander peoples and their communities.

The NDIA has an important role to play in ensuring Aboriginal and Torres Strait Islander peoples have the same level of social and economic wellbeing as other Australians. Through our work we can ensure that Aboriginal and Torres Strait Islander peoples

with disability have choice and control over their supports and services. In the future, I also hope to see more Aboriginal and Torres Strait Islander owned businesses providing support and services for people with disability.

The NDIA has a diverse and passionate workforce and we are committed to ensuring our workforce represents society and the communities that we work with. I am pleased that we have exceeded the Aboriginal and Torres Strait Islander employment target set by the Australian Public Service Commissioner of 2.5 per cent. We continue to strive for higher representation of Aboriginal and Torres Strait Islander employees and are committed to maintaining an employment target of 3 per cent.

I would like to thank everyone who has contributed to developing this Reconciliation Action Plan for the NDIA.

Vicki Rundle,
Acting CEO NDIA

A message from our Indigenous Champion



I am honoured to be a part of the NDIA's second RAP and to be part of our ongoing commitment to reconciliation.

As the Agency Indigenous Champion, I am committed to ensuring the Agency continues to be mindful of the important role we play in bringing the NDIS to all Australians with Disability and the importance of getting this right for Aboriginal and Torres Strait Islander peoples.

Through the work of the Agency, we have an exciting opportunity to make a difference to the lives of Aboriginal and Torres Strait Islander peoples with disability, their families and their carers. This has the potential to bring significant positive change to many Aboriginal and Torres Strait Islander communities.

This plan complements our Aboriginal and Torres Strait Islander Employment Strategy 2018-20, our Aboriginal and Torres Strait Islander Engagement Strategy, our Rural

and Remote Strategy, and ongoing work in this area.

The NDIA is committed to creating an inclusive workplace environment where all employees feel safe to bring their whole selves to work. In our workplace, we will strive to embrace cultural differences and take the time to learn from each other.

I am proud to be contributing to our role in reconciliation.

I look forward to working with the RAP Working Group as we implement the actions in this RAP.

Michael Francis,
Deputy CEO
Indigenous Champion

Our business

What we do

The National Disability Insurance Agency's (NDIA) purpose is to increase the ability of individuals with a significant and permanent disability (participants) to be more independent and engage more socially and economically, at the same time as delivering a financially sustainable National Disability Insurance Scheme (NDIS, the Scheme) that inspires community and stakeholder confidence.

The NDIS is a new model of funding and social support for people with disability in Australia. It has been hailed as a once in a lifetime opportunity to change the way disability services are provided, with the aim of providing an ordinary life for its participants, and is the most significant reform in Australia since Medicare was introduced.

The NDIA is the Commonwealth entity responsible for implementing the Scheme. The NDIA is responsible for delivering the Scheme in a way that allows participants to exercise choice and control, and improves participant outcomes and experience.

We are delivering the Scheme across all Australian states and territories with the NDIA's National Office located in Geelong, Victoria. Our offices are located in all capital cities and many regional locations across the country. Currently, there are 106 inner regional offices, 24 outer regional offices and 25 remote offices. This gives the Agency a large national footprint spanning many different Aboriginal and Torres Strait Islander communities.

As at 31 December 2018, the NDIA recorded 12,375 active participants of the Scheme who identified as Aboriginal and/or Torres Strait Islander with approved plans in place. This represents 5.4 per cent of all NDIS participants.

The NDIA is committed to ensuring proper engagement with Traditional Owners, Elders and communities to ensure the views and experiences of Aboriginal and Torres Strait Islander people with disability, across Australia, are central to the NDIS Participant Pathway (the pathway).

The NDIA workforce

The NDIA workforce is continuing to grow as we roll out the Scheme across the country. To ensure we have the right people implementing the Scheme we have engaged:

- ongoing and contracted NDIA staff, employed as Australian Public Service (APS) employees
- Partners in the Community who employ Local Area Coordinators and Early Childhood Early Intervention (ECEI) Coordinators
- a small number of contracted specialist advisers and consultants.

We will have approximately 3,230 ongoing APS employees in financial year 2019-20, with a further increase in 2021 to 3,400. At the end of 2018, just under 3 per cent of our APS workforce, identified as Aboriginal and/or Torres Strait Islander people.

Just over 60 per cent of our employees work in our regional network delivering the Scheme, while the remaining workforce perform centralised functions to support frontline services.

We aim to establish ourselves as an employer of choice for Aboriginal and Torres Strait Islander peoples through our commitment to the employment, retention and career development

of Aboriginal and Torres Strait Islander employees across all work areas. We recognise that in order to effectively deliver the Scheme our workforce needs to be representative of the communities that we serve.

In order to meet our reconciliation vision we also need to ensure that all employees understand and act with cultural respect. It is everyone's responsibility to create a culturally safe workplace and this in turn will create a culturally safe and appropriate NDIS.

Partners in the Community

The NDIA works with our Partners in the Community (PITCs) to support Participants through Local Area Coordination (LAC) and Early Childhood Early Intervention (ECEI) services at a local community level.

Our Partners in the Community work alongside NDIA employees and are closely connected to our workforce. Partners are, in many cases, the face of the Scheme.

As at November 2018, there were 24 Partners working with the NDIA, 12 Partners providing LAC services and 17 providing ECEI, recognising that some Partners deliver both services. Collectively they employ around 3,550 Full Time Equivalent (FTE) staff, of which nearly 4 per cent identify as Aboriginal and/or Torres Strait Islander.

Our reconciliation vision

To work alongside Aboriginal and Torres Strait Islander peoples and communities, 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

By commencing our first Reconciliation Action Plan (RAP) in 2016, we were able to publicly commit to our reconciliation vision and specific deliverables. This Innovate RAP is the continuation of this journey.

Reconciliation is a shared responsibility for all work areas across the NDIA. Our RAP Working Group is made up of employees from all states and territories, with three members identifying as Aboriginal and/or Torres Strait Islander people. There are two senior executive representatives on the working group, and its Chair is Michael Francis, Deputy Chief Executive Officer of Participants and Planning Experience.

Working group representatives include:

- Aboriginal and Torres Strait Islander employees
- Aboriginal and Torres Strait Islander Employee Network (ATSIEN) members
- Inclusion and Diversity team members, People and Culture Division

- Non-Indigenous regional network representatives
- Markets, Provider and Sector Development Division
- Corporate Services and CFO Division
- Strategy Development and CRO Division
- Communications and Stakeholder Engagement Division

We recognise that the NDIA must not only develop a strong inclusive culture and sound practices for our employees but also for the Scheme.

We know the successful delivery of the Scheme can only be achieved by working closely with Aboriginal and Torres Strait Islander communities across Australia. We recognise there is a history of challenges faced by Aboriginal and Torres Strait Islander communities and the need to look to the past as a starting point for doing things better in the future. We are committed to working with communities to develop new ways with understanding and respect for culture.

Our reconciliation journey

We are very proud of the work we have done so far but we recognise that we still have a long way to go. The launch and implementation of this RAP will continue to support the work required to realise our vision.

There have been many achievements since we commenced our journey. We have also learned many lessons along the way. We will continue to reflect on our activities and ensure that we implement lessons as we continue to build and develop as an Agency.

Achievements

The NDIA launched its first Reconciliation Action Plan, a Reflect RAP, on 13 July 2016. The RAP was developed by People and Culture Division in collaboration with NDIA employees as part of a RAP Working Group and Reconciliation Australia.

Learnings from the development of the first Reconciliation Action Plan include:

- There is a diversity of needs and opinion across Australia from different Aboriginal and Torres Strait Islander nations. The Agency must be flexible and adaptable to the needs of each group.
- To engage and involve Aboriginal and Torres Strait Islander peoples in the development of the Reconciliation Action Plan, consultation and collaboration is critical to achieving positive outcomes, as is listening and building trust and rapport. This applies equally to how the Agency engages with communities, individuals, and families.

Since launching our first RAP some of our achievements include:

- Establishing our Aboriginal and Torres Strait Islander Employee Network (ATSIEN). The network was formed in 2016, to provide a place for NDIA Aboriginal and Torres Strait Islander employees to connect, share their experiences as employees and support each other. The network has experienced strong growth in its membership, increasing from 15 when first established (2016) to 90 (December 2018).

- Increasing the profile of our Indigenous Champion role. Our Champion is committed to regularly engaging with Aboriginal and Torres Strait Islander employees to hear their stories about working with the NDIA and to ensure that the Scheme is being effectively delivered within Aboriginal and Torres Strait Islander communities.
- Continuing to run targeted recruitment campaigns to employ more Aboriginal and Torres Strait Islander people into our workforce as our national footprint has grown.
- Recruiting 19 Aboriginal and Torres Strait Islander peoples into the APS through the Indigenous Apprenticeship Program (IAP) and Indigenous Government Development Program (IAGDP).
- Developing our Aboriginal and Torres Strait Islander Employment Strategy 2018-20.
- Annual celebrations to recognise National Reconciliation Week and NAIDOC Week held within National Office and across our regional network.
- Implementing our Aboriginal and Torres Strait Islander Engagement Strategy and Rural and Remote Strategy.
- Engaging with more than 300 Aboriginal and Torres Strait Islander peoples and people living in rural and remote communities through a series of workshops to hear how the participant pathway could be enhanced.
- Establishing Remote Community Connector roles and employing 27 local Aboriginal people in the Northern Territory and 11 in Queensland to undertake these new roles. This includes two Remote Community Connectors in the Torres Strait. These are local, community-based people who perform a cultural brokerage role to help to identify and engage with community and providers and assist NDIA staff to develop appropriate and realistic plans. Proposals to increase the number of Remote Community Connectors in NSW, Far North Queensland and Western Australia are also underway.
- Working with Aboriginal and Torres Strait Islander communities, the Department of Prime Minister and Cabinet, Department of Social Services and Indigenous Business Australia in targeted areas to consider new approaches to maximise implementation of the NDIS. Through these new approaches we aim to benefit Aboriginal and Torres Strait Islander communities.

Our commitments

Relationships



Build meaningful relationships through shared partnerships and trust. These relationships are vital to improve the way we all work together and deliver on our Agency's vision and core business.

Action 1: RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
1.1 RWG oversees the development, endorsement by leadership and Reconciliation Australia, and launch of the RAP.	Branch Manager HR Business Services June 2019
1.2 Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG by reviewing the membership annually.	Branch Manager HR Business Services August 2019, 2020
1.3 Meet at least twice per year face-to-face to monitor and report on RAP implementation.	Branch Manager HR Business Services October 2019, April 2020, October 2020
1.4 Review and update the Terms of Reference of the RWG annually.	Branch Manager HR Business Services October 2019, October 2020
1.5 Support the ongoing contribution and involvement of employees to the RWG including developing, implementing and monitoring RAP deliverables.	Branch Manager HR Business Services August 2019, 2020

Action 2: NDIA will celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
2.1 Organise at least one internal event at National Office and in each state and territory for NRW each year.	Branch Manager HR Business Services with regional support from State and Territory Managers 27 May - 3 June 2019, 2020
2.2 Register all NRW events via Reconciliation Australia's NRW website.	Branch Manager HR Business Services with regional support from State and Territory Managers 27 May - 3 June 2019, 2020
2.3 Ensure our RAP Working Group participates in at least one external event to recognise and celebrate NRW.	Branch Manager HR Business Services 27 May - 3 June 2019, 2020
2.4 Encourage all staff, in particular leaders, to attend at least one local NRW activity in their region.	Branch Manager HR Business Services 27 May - 3 June 2019, 2020
2.5 Support and participate in community run events across our network.	State and Territory Managers December 2019, 2020

Our commitments

Relationships



Action 3: Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples communities and organisations to support positive outcomes.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
3.1 Operationalise the NDIA Aboriginal and Torres Strait Islander Engagement Strategy by supporting the development of regional action plans.	Branch Manager, Communities of Practice 30 June 2019
3.2 Meet with local Aboriginal and Torres Strait Islander Traditional Owners and Elders to develop guiding principles for future engagement.	Branch Manager, Community and Mainstream Engagement supported by Regional Engagement teams December 2019
3.3 Support Aboriginal and Torres Strait Islander organisations by regularly using facilities that support social and economic participation.	Branch Manager, Community and Mainstream Engagement December 2019

Action 4: Raise internal and external awareness of our RAP and promote reconciliation across our business and sector.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
4.1 Develop and implement a strategy to communicate our RAP to all internal and external stakeholders.	Branch Manager HR Business Services in consultation with Branch Manager Communications June 2019
4.2 State and Territory Managers to report on local RAP activities to RWG biannually.	State and Territory Managers November 2019, 2020, April 2020
4.3 Promote RAP through employee signature block template.	Branch Manager Communications with support from Branch Manager HR Business Services May 2019
4.4 Promote reconciliation through ongoing active engagement with all stakeholders.	Branch Manager Communications with support from Branch Manager HR Business Services May 2019

Our commitments

Respect



The NDIA recognises and embraces the richness of Aboriginal and Torres Strait Islander cultures to ensure we have culturally appropriate engagement in all that we do.

Action 5: Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
5.1 Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our employees, which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion).	Branch Manager Organisational Capability and Performance July 2019
5.2 Develop and commence implementation of an Aboriginal and Torres Strait Islander cultural capability training program to be delivered to all employees.	Branch Manager Organisational Capability and Performance July 2019
5.3 Provide opportunities for RWG members, HR managers and other key leadership staff to participate in cultural training.	Branch Manager HR Business Services July 2019
5.4 Investigate opportunities to work with local Traditional Custodians and Elders and/or Aboriginal and Torres Strait Islander consultants to deliver cultural awareness training.	Branch Manager HR Business Services with support from Regional Engagement teams October 2019

Action 6: Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
6.1 Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country. Oversee development of a list of key contacts and resources for organising a Welcome to Country and implementing NDIA's cultural protocols.	Branch Manager HR Business Services with Branch Manager Communities of Practice August 2019
6.2 In consultation with Aboriginal and Torres Strait Islander Traditional Custodians and Elders, develop region specific protocol documents including a list of key contacts for organising a Welcome to Country.	Branch Manager Communities of Practice September 2019
6.3 Invite a Traditional Owner to provide a Welcome to Country at significant events, including Senior Executive Service (SES) forums, NAIDOC and National Reconciliation Week events.	Branch Manager HR Business Services October 2019
6.4 Include an Acknowledgement of Country at the commencement of all internal and external meetings.	Branch Manager HR Business Services December 2019
6.5 Encourage staff to include an Acknowledgement of Country at the commencement of all meetings.	Branch Manager HR Business Services July 2019
6.6 Include an Acknowledgement of Country in staff signature block template.	Branch Manager, Communications August 2019
6.7 Organise and display Acknowledgement of Country plaques at all permanent office sites.	Branch Manager, Property supported by Branch Manager, HR Business Services December 2020

Our commitments

Respect



Action 7: Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
7.1 Review HR policies and procedures to ensure there are no barriers to employees participating in NAIDOC Week and communicate the relevant leave policy to both employees and line managers.	Branch Manager, HR Business Partnering July 2019, 2020
7.2 Provide opportunities for all Aboriginal and Torres Strait Islander employees to participate with their cultures and communities during NAIDOC Week.	Branch Manager HR Business Services July 2019, 2020
7.3 Support and participate in local community events (for example, holding community stalls).	Branch Manager, Engagement and Inclusion July 2019, 2020
7.4 Encourage employees to participate in a local NAIDOC Week event.	Branch Manager HR Business Services July 2019, 2020

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NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities but also by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support local Aboriginal and Torres Strait Islander communities.

”

Source: <https://www.naidoc.org.au/about/naidoc-week>

Our commitments

Opportunities



To demonstrate a credible foundation for the delivery of the National Disability Insurance Scheme (NDIS) to Aboriginal and Torres Strait Islander communities.

Action 8: Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
8.1 Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.	Branch Manager HR Business Services June 2019
8.2 Implement the NDIA Aboriginal and Torres Strait Islander Employment Strategy 2018-20	Branch Manager HR Business Services December 2019, December 2020
8.3 Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including recruitment, retention and professional development.	Branch Manager HR Business Services November 2019
8.4 Advertise all vacancies in Aboriginal and Torres Strait Islander media.	Branch Manager HR Business Services December 2019
8.5 Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	Branch Manager HR Business Services February 2020
8.6 Continue to participate in Aboriginal and Torres Strait Islander entry level programs, for example Indigenous Australian Government Development Program (IAGDP) or Indigenous Apprenticeship Program (IAP).	Branch Manager HR Business Services December 2020

Action 9: Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
9.1 Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.	BM Procurement and Shared Services December 2019
9.2 Develop and communicate to employees a list of Aboriginal and Torres Strait Islander businesses that can be approached to quote when the Agency procures goods and services.	BM Procurement and Shared Services December 2019
9.3 Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business.	BM Procurement and Shared Services December 2019
9.4 Maintain our Supply Nation membership and promote membership benefits to SES employees.	BM Procurement and Shared Services December 2019

Action 10: Deliver culturally relevant and appropriate services to Aboriginal and Torres Strait Islander peoples.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
10.1 Consult Aboriginal and Torres Strait Islander Traditional Owners, and Elders and organisations to inform service design.	Manager, Aboriginal and Torres Strait Islander Access and Service Innovation October 2019
10.2 Encourage local Aboriginal and Torres Strait Islander organisations to deliver Local Area Coordinator (LAC) services.	BM Local Area Coordination and Early Childhood Services Contract Management October 2019
10.3 Review policies to identify and remove barriers to culturally appropriate access and engagement with Aboriginal and Torres Strait Islander communities to deliver services to community – particularly in very remote locations.	Branch Manager, Rural and Remote June 2019

Our commitments

Governance, tracking and reporting



The Agency commits to taking responsibility and accountability to deliver the actions contained in the plan, ensuring that we do what we say we will do.

Action 11: Establish a strong governance structure to ensure the successful implementation of this RAP.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
11.1 RWG update Indigenous Champion regularly on RAP implementation, challenges and successes.	RWG supported by Branch Manager HR Business Services July and December 2019, 2020
11.2 Indigenous Champion to report on RAP activities to ELT and Board.	Branch Manager HR Business Services January 2020, 2021

Action 12: Report RAP achievements, challenges and learnings both internally and externally.

DELIVERABLE	RESPONSIBILITY AND TIMELINE
12.1 Publicly report our RAP achievements, challenges and learnings through the RAP Impact Measurement Questionnaire, Annual Reports and ad hoc RAP report cards.	Branch Manager HR Business Services 30 September 2019, 2020
12.2 Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.	Branch Manager HR Business Services 30 September 2019, 2020
12.3 Continue participation in Reconciliation Australia's RAP Barometer.	Branch Manager HR Business Services May 2020
12.4 Six monthly reporting to Executive Leadership Team (ELT) on progression of RAP actions	Branch Manager HR Business Services November 2019, May 2020, November 2020, May 2021

Action 13 : Review, refresh and update RAP

DELIVERABLE	RESPONSIBILITY AND TIMELINE
13.1 Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	Branch Manager HR Business Services February 2020
13.2 Send draft RAP to Reconciliation Australia for review and feedback.	Branch Manager HR Business Services September 2020
13.3 Submit draft RAP to reconciliation Australia for formal review and endorsement.	Branch Manager HR Business Services September 2020

Glossary of terms

Aboriginal and Torres Strait Islander Employee Network (ATSIEN)

The NDIA ATSIEN is a forum open to all employees who are Aboriginal and/or Torres Strait Islander. The network enables colleagues to connect and support one another. ATSIEN also provides a consultative forum for workforce matters and strategies.

Aboriginal and Torres Strait Islander Engagement Strategy

The Aboriginal and Torres Strait Islander Engagement Strategy is a statement of the NDIA's commitment to work with Aboriginal and Torres Strait Islander communities in delivering the NDIS across Australia.

Affirmative Measures – Indigenous

Section 26 of the Australian Public Service Commissioner's Directions 2016 provides the affirmative measure, giving agencies the flexibility to identify a vacancy as open only to persons who are Aboriginal and Torres Strait Islander persons. The affirmative measure is designed to address the under-representation of Aboriginal and Torres Strait Islander persons in the Australian Public Service (APS).

Australian Public Service Commission (APSC)

The Australian Public Service Commission is an Australian Government statutory agency acting to ensure future capability and sustainability for Australian Public Service employees.

Remote Community Connector

Remote Community Connectors are local, community-based people who perform a cultural brokerage role to help to identify and engage with community and providers and assist NDIA staff to develop appropriate and realistic plans.

Early Childhood Early Intervention (ECEI)

Providing support early in life to reduce the effects of disability and to improve the person's functional capacity.

Indigenous Apprenticeships Program (IAP)

The IAP is a 12-month entry level employment and development program facilitated by the Department of Human Services. This program provides a tailored approach to learning, based on academic and cultural needs. It offers a full time entry-level position, competitive salary and a nationally recognised certificate or diploma. This program is open only to Aboriginal and Torres Strait Islander peoples.

Indigenous Australian Government Development Program (IAGDP)

The IAGDP Program is a 15-month entry-level employment and development program, facilitated by the Department of Jobs and Small Business combining ongoing employment with structured learning, leading to a Diploma of Government. This program is open only to Aboriginal and Torres Strait Islander peoples.

Indigenous Champion

The Indigenous Champion is a senior person within the Agency that has an acknowledged role to sponsor, support or champion activities related to Aboriginal and Torres Strait Islander employees. The individual is proactive, an advocate and well known for their passion in this area.

Jawun Program

The Jawun APS Secondment Program is open to high-performing, highly skilled Executive Level employees, who are flexible, resilient and are prepared to be taken out of their comfort zone to work for a six week period in an Indigenous organisation. Jawun also offer six to 12 week Empowered Communities secondments to SES Band 1 or high performing Executive Level 2 officers.

Local area coordinators (LACs)

Local organisations working in partnership with the NDIA, to help participants, their families and carers access the NDIS. LACs will help participants write and manage their plans and also connect participants to mainstream services and local community-based supports.

NAIDOC Week

NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities but also by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support local Aboriginal and Torres Strait Islander communities.

National Reconciliation Week (NRW)

NRW commemorates two significant milestones in the reconciliation journey – the successful 1967 referendum and the High Court Mabo decision.

The week is a time for all Australians to learn about shared histories, cultures and achievements and to explore how each of us can join the national reconciliation effort.

NDIA

The National Disability Insurance Agency is a Commonwealth government organisation administering the NDIS. Also referred to as 'the Agency'.

NDIS Participant Pathway

The end-to-end participant experience of a participant when interacting with the NDIS.

Participant

A person who meets the NDIS access requirements.

Partners in the Community (PITC)

Partners in the Community are suitably experienced and qualified organisations within the community that will deliver local area coordination (LAC) and Early Childhood Early Intervention (ECEI) services. The NDIA will source partners, manage partner agreements, support and train partners, and set standards for partners in their delivery of LAC and ECEI services.

Person with disability

A person who has any or all of the following: impairments, activity limitations (difficulties in carrying out usual age-appropriate activities), and participation restrictions (problems a person may have taking part in community, social and family life).

Plan

A written agreement worked out with the participant, stating their goals and needs, and the reasonable and necessary supports the NDIS will fund for them. Each participant has their own individual plan.



***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 at **inclusionanddiversity@ndis.gov.au** or
telephone **1800 800 110**.