



PeopleKind  
Group



# Reflect Reconciliation Action Plan

May 2024 – April 2025

## Acknowledgement of Country

We would like to acknowledge the Traditional Custodians of the lands on which we operate.

PeopleKind Group recognises the ongoing connections that First Peoples possess with Country, and the significant contributions they make to our organisations and to the people we support.

We also recognise that the ongoing teachings and guidance of First Peoples helps to shape our identity, our values, and our communities.

As a group of organisations, we'll continue to provide a diversity of services that reflect the rich diversity of cultures that exist in the areas that we operate.

The resilience shown by First Nations peoples as the oldest continuing cultures on Earth cannot be understated, and we continue to support and advocate for treaty, truth-telling and self-determination.

We pay our respects to Elders past, present and emerging and extend these respects to all First Nations peoples within our sphere of influence.

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## PeopleKind Group RAP Artwork



Warlang (Healthy) – by Joanne Ugle

PeopleKind is at the centre of the organisations that come together.

Joined together.

It's connecting through being compassionate, respectful, collaborative, resilient, courageous.

Ask yourself, what does it mean to live our values?

We all come together and connect.

The dots represent people, clients we work with.

And as we collaborate, we are walking

together as well as celebrating the success we see in this company and the clients we work with.

We walk with resilience and courage. And the pillars holding us together, investing in people's lives as well as the whole company of PeopleKind.

– Joanne Ugle, 2023

Watch Joanne talk about her artwork







**Evelyn Hogg** - Chairperson, PeopleKind Group

## Message from the Chairperson

Kaya. The celebration and acknowledgement of Australia’s First Nations peoples and cultures is important to PeopleKind Group and all its organisations. As Chairperson of the PeopleKind Group Board, it gives me great pleasure to have been part of this journey in developing this Reflect Reconciliation Action Plan.

First Nations Australians have endured centuries of injustices with courage and resilience. To this day, many First Peoples have lived experience of disability and disadvantage and are overly represented in the justice system. It is therefore critical that PeopleKind Group works with First Nations communities and the broader community services sector to ensure that we strengthen our understanding and appreciation of First Nations cultures. We have an individual and collective responsibility to continue to build our relationships with First Nations peoples to ensure better outcomes are achieved.

This Reflect Reconciliation Action Plan will ensure that PeopleKind Group continues its commitment to reconciliation with First Nations peoples, embedding reconciliation into our culture, values and purpose as a human services support organisation. Importantly, it will provide a platform in which we can seek to influence our organisations to ensure they provides services that are responsive, respectful and purposeful to the needs of First Nations peoples and communities.

Reconciliation is important to us, and we have a responsibility to ensure this becomes a reality. I therefore take great pleasure in presenting PeopleKind Group’s Reflect Reconciliation Action Plan.



**Gordon Trewern** - Group Chief Executive Officer, PeopleKind Group

## Message from the Group CEO

Kaya. As Group Chief Executive Officer of PeopleKind Group, I am proud to launch this Reflect Reconciliation Action Plan across our organisations and the wider community. This plan seeks to build our understanding and acknowledgement of First Nations cultures and strengthen relationships with First Peoples. PeopleKind Group has an important role to play in ensuring that our people and organisations understand, engage with, and acknowledge Australia’s First Nations peoples.

At PeopleKind Group, we’re committed to supporting our First Nations employees to actively promote their culture. And we want to ensure that our activities as a major provider of human support services assists employees who identify as First Nations peoples. We wish to grow our First Nations workforce and build strong relationships between First Nations peoples and other Australians through respectful engagement.

This Reflect Reconciliation Action Plan provides the opportunity for PeopleKind Group to ensure that First Peoples get the services they need in the most culturally appropriate way. The Plan will also support, guide and hold PeopleKind Group to account in realising our journey towards reconciliation.







**Karen Mundine** - Chief Executive Officer, Reconciliation Australia

### Message from the

## Reconciliation Australia CEO

Reconciliation Australia welcomes PeopleKind Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

PeopleKind Group joins a network of more than 2,200 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 PeopleKind Group 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 PeopleKind Group, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

## The work we do

PeopleKind Group is the parent company to a range of individual organisations, including Liift, Melior Positive Behaviour Support, Nesti Housing, Nulsen Disability Services, Outcare, Pillar, and Superyou Therapy.

Our organisations provide a broad cross-section of services, including some that are tailored towards First Nations peoples. We work in the areas of justice and rehabilitation, disability, housing, allied health, positive behaviour support, training, and community inclusion. We're growing our workforce and currently employ over 1,200 people across Western Australia, with approximately 1% of employees identifying as First Nations peoples.

PeopleKind Group's head office is based in Burswood, close to the centre of Boorloo (Perth) and beside the Derbal Yerrigan (Swan River). In addition, our organisations occupy 10 office locations and multiple residential locations around metro Perth and the regional areas of WA, including the Great Southern, South West and Goldfields-Esperance regions. These locations are on the lands of the Whadjuk Peoples of the Noongar nation, the Menang Peoples of the Noongar nation, the Wardandi Peoples of the Noongar nation, and the Maduwongga Peoples of the Wangkatha nation.



# Our vision, purpose, and values

Our values inform everything we do and guide our shared purpose and vision.

Our vision is to build a community where everyone belongs and feels connected. And our purpose is the reason we exist - to empower people to live their best life.

Everyone who works with us, from front-line employees to Board Directors, is guided by our values: We are respectful, compassionate, courageous, resilient, and collaborative.

We respect ourselves, our colleagues, and the people we support. We listen with our heart and mind understanding that everyone has their own journey. We have the courage and integrity to do what is right, even when it is hard.



## compassionate

We listen with our hearts and minds understanding that everyone has their own journey.



## respectful

We respect ourselves, our colleagues, and the people we support. We are open to new ways.



## collaborative

We understand we're all in this together. We work together with a 'can do' attitude to achieve mutual goals.



## resilient

We bring our best self to work recovering quickly when things change.



## courageous

We have the courage and integrity to do what's right, even when it's hard.





# Our Reflect Reconciliation Action Plan

PeopleKind Group recognises First Nations peoples as the Traditional Custodians of the lands that make up Australia. As a group of organisations, we pay our respects to First Peoples' continuous connection to Country and the cultural significance of the lands upon which we operate.

At our core, PeopleKind Group believes in providing equitable outcomes for all people – our clients, our employees, and the people within our scope of influence. This Reflect Reconciliation Action Plan (RAP) formalises our support of equality, and we commit to working with Reconciliation Australia and others to instil a culture of unity and community of acceptance throughout PeopleKind Group.

We're committed to delivering culturally safe services to all First Nations clients, and to maintaining a culturally safe and inclusive culture for employees. We believe this begins with developing all employees' understanding and knowledge of First Nations culture, values, and beliefs. To help achieve this, we offer Cultural Awareness Training sessions which are available to all team members.

In addition, to ensure our reconciliation journey reflects the diversity of First Nations' understanding, we'll strategically utilise measures of the Equal Opportunity Act (1984) (which allow us to advertise to First Nations peoples as a preferred or required candidate) to strengthen the values and opinions available to us in decision-making, and to help ensure culturally safe practices.

The initiatives we're undertaking to improve our cultural capabilities also include:

- Providing Acknowledgement of Country prompts and information to all employees and in all meeting rooms
- Encouraging internal and external meetings to begin with an Acknowledgement of Country
- Organising a Welcome to Country to be delivered by a First Nations Elder with ties to Country at key events
- Promotion of all First Nations-specific key events within our sphere of influence
- Sponsoring scholarships with Aboriginal-owned local training providers
- Facilitating further connections with Aboriginal Community Controlled Organisations to create authentic and beneficial relationships, rather than transactional ones.

Through communication, two-way learning practices, and the collaborative creation of culturally responsive initiatives, we commit to delivering this RAP to enact positive change across all organisations and areas of PeopleKind Group.

## OUR RAP CHAMPION IS:

### **Gordon Trewern**

PeopleKind Group, Group Chief Executive Officer

## OUR RAP WORKING GROUP COMPRISES THE FOLLOWING MEMBERS:

### **Leona Ryan**

Outcare Case Manager, Aboriginal Throughcare, RAPWG Co-Chair

### **Brendon Boundry**

Outcare Case Manager, Aboriginal Throughcare, RAPWG Co-Chair

### **Vicki Bosworth**

PeopleKind Group Executive Director, People & Culture, RAPWG Lead

### **Sharleen Chilvers**

Nulsen Disability Services Executive Manager, Support Services, RAPWG Nulsen Representative

### **Rebecca Singleton**

Melior Positive Behaviour Support Practice Lead, Justice, RAPWG Melior Representative

### **Joni Howell**

Superyou Therapy Clinical Manager, South, RAPWG Superyou Representative

### **Danica Wieman**

PeopleKind Group Executive Director, Marketing & Engagement, RAPWG Marketing Representative



# Relationships

PeopleKind Group is underpinned by a focus on people and building authentic relationships. As we expand the services we offer, we're striving to build strong relationships with Aboriginal Community-controlled Organisations (ACCOs) and First Nations communities. Through greater involvement in cultural events and activities, our teams will strengthen new and existing bonds of understanding.

Deliverables	Timeline	Responsibility
<b>Action 1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>		
a) Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2024	RAPWG Co-Chairs
b) Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2024	RAPWG Co-Chairs
<b>Action 2. Build relationships through celebrating National Reconciliation Week (NRW).</b>		
a) Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.	May 2024	RAPWG Co-Chairs; RAPWG Lead; RAPWG Marketing Representative
b) RAP Working Group members to participate in an external NRW event.	27 May - 3 September, 2024	RAPWG Co-Chairs; RAPWG Lead; RAPWG Marketing Representative; Managing Directors
c) Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 September, 2024	RAP Champion; RAPWG Marketing Representative; CEO; Managing Directors
<b>Action 3. Promote reconciliation through our sphere of influence.</b>		
a) Communicate our commitment to reconciliation to all employees.	May 2024	RAP Champion; RAPWG Marketing Representative; CEO; Managing Directors
b) Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2024	RAP Champion; RAPWG Co-Chairs; CEO; Managing Directors
c) Identify other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2024	RAP Champion; RAPWG Co-Chairs; CEO; Managing Directors
<b>Action 4. Promote positive race relations through anti-discrimination strategies.</b>		
a) Research best practice and policies in areas of race relations and anti-discrimination.	September 2024	RAPWG Lead
b) Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	RAPWG Lead





## Respect

PeopleKind Group respects First Peoples' culture, Country, history and human rights. Respect is a core shared value of all organisations of the Group. By sharing cultural knowledge and improving awareness, we're developing a deeper appreciation and understanding of First Peoples stories, history and customs.

Deliverables	Timeline	Responsibility
<b>Action 5. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>		
a) Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within all organisations and areas of the group.	November 2024	RAPWG Co-Chairs
b) Conduct a review of cultural learning needs within our group.	September 2024	RAPWG Co-Chairs
<b>Action 6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>		
a) Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our group's operational area.	September 2024	RAPWG Melior Representative; RAPWG Pillar Representative; RAPWG Nulsen Representative; RAPWG Superyou Representative
b) Increase employee understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2024	RAPWG Lead; RAPWG Marketing Representative
<b>Action 7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>		
a) Raise awareness and share information among our employees about the meaning of NAIDOC Week.	June, annually	RAPWG Marketing Representative; RAPWG Co-Chairs
b) Introduce our employees to NAIDOC Week by promoting external events in our local area.	June, annually	RAPWG Marketing Representative; RAPWG Co-Chairs
c) RAP Working Group to participate in an external NAIDOC Week event.	First week in July, annually	RAPWG Co-Chairs; RAPWG Lead





## Opportunities

PeopleKind Group is undertaking practical ways to improve the work opportunities for First Peoples, for both existing employees and new employees. We're also utilising procurement strategies to engage with and improve the economic and social outcomes of our suppliers.

Deliverables	Timeline	Responsibility
Action 8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.		
a) Develop a business case for Aboriginal and Torres Strait Islander employment within our group.	December 2024	RAPWG Nulsen Representative; RAPWG Co-Chairs
b) Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2024	RAPWG Nulsen Representative; RAPWG Co-Chairs
Action 9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.		
a) Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2024	RAP Champion; RAPWG Co-Chairs
b) Investigate Supply Nation membership.	January 2025	RAP Champion; RAPWG Co-Chairs







## Governance

Here, we set out the structures and processes that we will use to implement, monitor, and assess our progress against our RAP commitments.

Deliverables	Timeline	Responsibility
<b>Action 10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>		
a) Maintain a RWG to govern RAP implementation.	July 2024	RAPWG Co-Chairs; RAPWG Lead
b) Draft a Terms of Reference for the RWG.	July 2024	RAPWG Lead
c) Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2024	RAPWG Co-Chairs
<b>Action 11. Provide appropriate support for effective implementation of RAP commitments.</b>		
a) Define resource needs for RAP implementation.	July 2024	RAPWG Lead
b) Engage senior leaders in the delivery of RAP commitments.	July 2024	RAPWG Lead
c) Appoint a senior leader to champion our RAP internally.	September 2024	RAPWG Lead
d) Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2024	RAPWG Co-Chairs; RAPWG Lead
<b>Action 12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>		
a) 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	RAPWG Co-Chairs; RAPWG Lead
b) Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August, annually	RAPWG Co-Chairs; RAPWG Lead
c) Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	RAPWG Marketing Representative
<b>Action 13. Continue our reconciliation journey by developing our next RAP.</b>		
a) Register via Reconciliation Australia's website to begin developing our next RAP.	April 2025	RAPWG Co-Chairs; RAPWG Lead

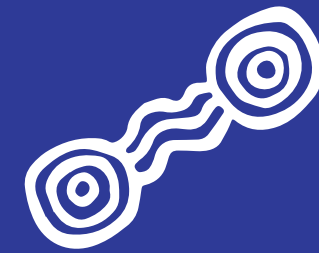




## Symbols and meanings



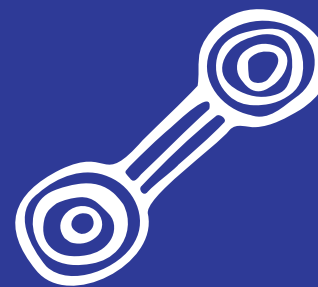
Sharing a specific site, waterhole or meeting place.



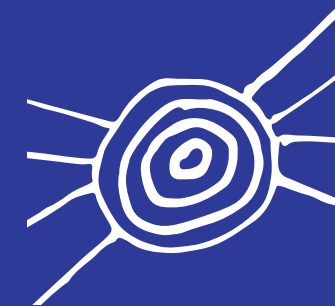
Running water between two sites or waterholes.



People seated around a specific site, camp, or meeting place.



Generally represents people travelling between the two places



A meeting place, gathering place, and/or journey paths.



Animals or animal tracks such as kangaroo and emu.



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