



# Reconciliation Action Plan – Reflect

May 2019 to April 2020

We all have a role to play





## Digital Transformation Agency



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**Cover artwork: “digital communities”**

The artwork represents digital communities that work together in both sharing and receiving information throughout the community.

**Artist biography:**

Keisha Thomason Aboriginal Graphic Designer and Digital Artist. Keisha is a proud Waanyi & Kalkadoon woman from Mount Isa, Queensland. Her artwork merges the handmade with the digital landscape, influenced by both her culture and the modern world.

[www.leondesign.co](http://www.leondesign.co)

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## Message from Reconciliation Australia

Reconciliation Australia is delighted to welcome the Digital Transformation Agency to the Reconciliation Action Plan program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, the agency joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006.

RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and increase pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda.

Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance.

All sections of the community—governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence.

This Reflect RAP provides the agency with a roadmap to begin its reconciliation journey.

Through implementing a Reflect RAP, the agency will lay the foundations for future RAPs and reconciliation initiatives.

We wish the agency well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes.

As the Council for Aboriginal Reconciliation reminded the nation in its final report:

*Reconciliation is hard work—it's a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.*

On behalf of Reconciliation Australia, I commend the agency on its first RAP, and look forward to following its ongoing reconciliation journey.



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

## Our business

The Digital Transformation Agency (the agency) helps government improve digital services to make them simple, clear and fast. Our vision is to deliver world-leading digital services for the benefit of all Australians.

The agency has over 200 employees, with contractors and consultants supplementing the core workforce during periods of peak projects.

The agency has offices in Canberra and Sydney, with several employees working remotely outside of these cities. The agency currently has one employee who has identified as Aboriginal and Torres Strait Islander.

## Our Reconciliation Action Plan

The agency is developing its first Reconciliation Action Plan — as part of its Diversity and Inclusion Strategy — to ensure the workplace is reflective of the community we live in.

The purpose of this Reflect RAP is to raise awareness of Aboriginal and Torres Strait Islander peoples, and to lay the foundations for the agency to be more ambitious in the future in providing appropriate opportunities for Aboriginal and Torres Strait Islander people.

A Reconciliation Action Plan Working Group (the Working Group) will be established to ensure the actions of this RAP are completed and will report to the Executive Board each quarter on its progress.

Below are the milestones identified for the agency to fulfil our Reflect RAP obligations.

## 1. Relationships

### *Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations*

#### **May 2019**

Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. Responsibility: Diversity Officer.

Connect with Aboriginal and Torres Strait communities, organisations and stakeholders to mentor and assist us on our reconciliation journey. This could take the form of being guest speakers or attending local Aboriginal and Torres Strait Islander celebrations and events. Responsibility: Diversity Officer.

Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. Responsibility: Diversity Officer.

#### **October 2019**

Explore the viability of having agency people volunteer as mentors at a primary/secondary school with a significant Aboriginal and Torres Strait Islander enrolment. Responsibility: Diversity Officer.

### *Participate and celebrate National Reconciliation Week*

#### **May 2019**

Share Reconciliation Australia's National Reconciliation Week (NRW) resources and reconciliation materials with our people. Responsibility: Diversity Officer.

#### **27 May to 3 June 2019**

All members of the Working Group will participate in an external National Reconciliation Week (NRW) event. Responsibility: Diversity Officer.

DTA Executive will encourage and support people and senior leaders to attend NRW events, using flexible working arrangements. Responsibility: Diversity Champion.

### ***Promote reconciliation through our sphere of influence***

#### ***May 2019***

Develop a recognisable hero image for use on relevant RAP activities and communications. Responsibility: Communications Officer.

#### ***May 2019***

The CEO will communicate our commitment to reconciliation to all DTA employees. Responsibility: Diversity Champion.

We will promote this RAP to all agency employees and make it available on the intranet. Responsibility: Diversity Officer.

#### ***December 2019***

Working Group members will identify external stakeholders and other like-minded organisations that we could engage and collaborate with on our reconciliation journey. Responsibility: Diversity Officer.

#### ***March 2020***

Name an open space after a local Aboriginal and/or Torres Strait Islander person to represent the meeting place of people. Responsibility: Business Services Team.

### ***Promote positive relationships through anti-discrimination strategies***

#### ***May 2019***

Conduct a review of our HR policies and procedures to identify any anti-discrimination provisions, and future needs. Responsibility: Diversity Officer.

**November 2019**

Research best practice and policies in areas of race relations and anti-discrimination to inform the development of DTA policies and practices. Responsibility: Diversity Officer.

## 2. Respect

### *Increase understanding and recognition through cultural learning*

#### **May 2019**

Promote cultural awareness training within our organisation through our online LearnHub portal. Responsibility: Learning and Development Officer.

#### **November 2019**

Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. Responsibility: Diversity Officer.

#### **February 2020**

Conduct a review of cultural learning needs within our organisation. Responsibility: Learning and Development Officer.

### *Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols*

#### **May 2019**

Information will be included on our intranet about the local Traditional Owners or Custodians of the lands and waters where our Canberra and Sydney offices are located. Responsibility: Diversity Officer.

Increase our understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. Responsibility: Diversity Officer.

### *Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week*

#### **June 2019**

Raise awareness and share information amongst our people about the meaning of NAIDOC Week. Responsibility: Diversity Officer.

Introduce our employees to NAIDOC Week by promoting external events in our local area. Responsibility: Diversity Officer.

Working Group members will participate in an external NAIDOC Week event.  
Responsibility: Diversity Officer.

### 3. Opportunities

#### *Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development*

##### **June 2019**

Build understanding of Aboriginal and Torres Strait Islander staffing to inform employment and professional development opportunities. Responsibility: Diversity Officer.

##### **July 2019**

Invite an Aboriginal and Torres Strait Islander speaker to talk about employment opportunities for Indigenous people in the IT sector. Responsibility: Diversity Officer.

Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. Responsibility: Recruitment Officer.

##### **July 2019**

Explore opportunities for Indigenous employment, including direct entry from school, Indigenous Graduate Program, and Indigenous Australian Government Development Program. Responsibility: Entry Level Programs Officer.

#### *Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes*

##### **April 2020**

Maintain Supply Nation membership and develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. Responsibility: Procurement Team.

## 4. Governance

### *Establish and maintain an effective RAP Working Group to drive governance of the RAP*

#### **May 2019**

Form a working group to govern RAP implementation, including Aboriginal and Torres Strait Islander representation. Responsibility: Diversity Officer.

#### **May 2019**

Develop a Terms of Reference for the working group. Responsibility: Diversity Officer.

### *Provide appropriate support for effective implementation of RAP commitments*

#### **May 2019**

Define resource needs for RAP implementation and engage senior leaders in the delivery of RAP commitments. Responsibility: Diversity Champion.

#### **May 2019**

Define appropriate systems and capability to track, measure and report on RAP commitments. Responsibility: Diversity Officer.

### *Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally*

#### **30 September 2019**

Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. Responsibility: Diversity Officer.

*Continue our reconciliation journey by developing our next RAP*

**August 2019**

Register via [Reconciliation Australia's website](#) to begin developing our next RAP.

Responsibility: Diversity Officer.

## 5. RAP lead contact information

For more information about what the agency is doing to meet its RAP obligations, contact Human Resources at [HR@dta.gov.au](mailto:HR@dta.gov.au) or on 0429 898 853.