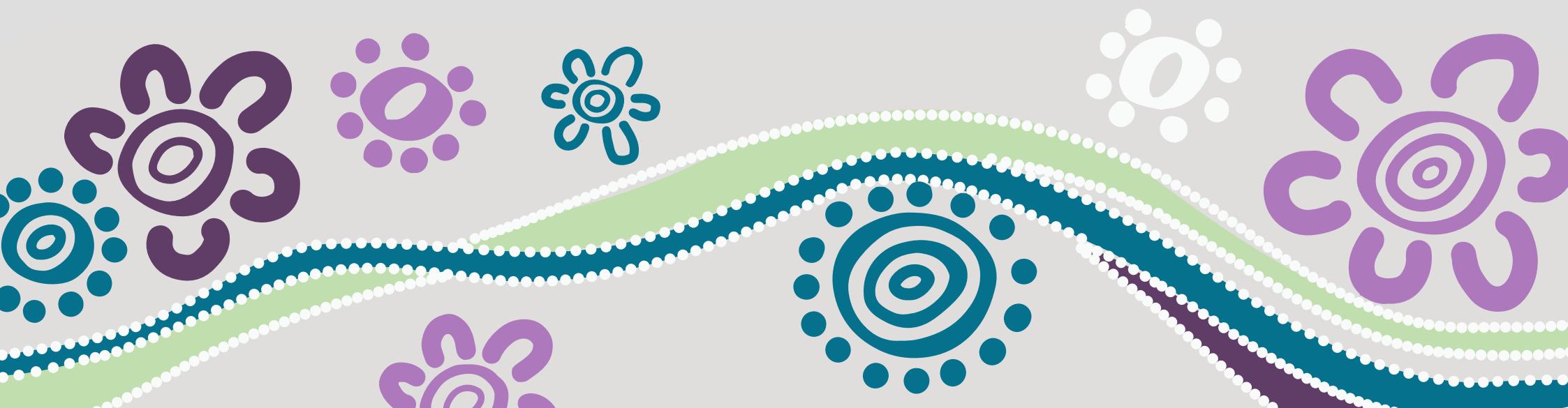




Reflect Reconciliation Action Plan

July 2021 – June 2022



Together – Danjoo

The artwork on the cover of this Reconciliation Action Plan and throughout represents working together for an integrated, culturally responsive future. The yarning circles represent Therapy Focus staff, customers and the wider community all working together to achieve the best outcomes. The lines represent the wide variety of services offered by Therapy Focus, and the journeys taken together.



About the Artist, Buffie Corunna

Buffie is a Noongar Yorga Aboriginal woman of the Noongar Nation. She was born in Albany, Western Australia with family connections in Gnowangerup. Buffie is married with three beautiful children and much of her work is greatly influenced by family, cultural connections and relationships. She believes that art is one of the greatest tools for mental health and wellness, and loves the way that it relaxes her, enables self-expression and provides a release. With a long history of painting, drawing and experimenting in a variety of art mediums, Buffie is especially drawn to the challenge of conveying to others, through art, how she is influenced by people and life experiences.



First Reflect RAP



Reconciliation Australia commends Therapy Focus on the formal endorsement of its inaugural Reflect Reconciliation Action Plan (RAP).

Therapy Focus joins a network of more than 1,100 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 over 2.3 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 Therapy Focus 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 Therapy Focus on your Reflect RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





Kaya

We're Therapy Focus and we believe that every person's journey should be extraordinary.

As Western Australia's leading provider of professional therapy services, we deliver support to around 3,500 people living with disability, sharing every step of their journey. We employ around 350 qualified allied health therapists and support staff, who work together to help people develop their skills, discover their abilities, overcome challenges and achieve their goals.

Our highly individualised and comprehensive therapy services are available to people of all ages and abilities living in Perth, the South West and other regional areas of Western Australia. Services are provided when and where people need them most, including at home, school, in the community and from our 20 office locations.

Our Vision for Reconciliation

Therapy Focus embraces the cultures and strengths of Aboriginal and Torres Strait Islander peoples. We are committed to truth-telling as we work toward understanding and healing, recognising that we are stronger together.

We are dedicated to providing therapy services that are inclusive of all people, their cultures and traditions, and reflective of the needs of the communities that we serve. By combining our diverse knowledge, skills and experiences, we can flourish.

A message from our CEO



In 2021, we are still at a time when change is necessary to address the injustice that prevails across many countries, not just Australia. Many have walked before us, and many will follow. But now is our time to enact change.

We acknowledge that words are powerful. It is time, and it has been for many years, to stand and unite as one. We need to work together to stamp out racism and discrimination, bring about positive change and strive for harmony. Using the wisdom of the forebears of this country, we seek to understand and work with humility, bravery and optimism as we strive for equity.

This plan is a tiny grain in the sands of life that we stand upon. But to make a beach, each singular grain of sand counts. For this reason, I commend our 2021-22 Reflect Reconciliation Action Plan. It is an initiative of the collective that is Therapy Focus, and collectively we will strive to achieve equity for all.

Angelena Fixter
Chief Executive Officer
Therapy Focus



Our RAP Journey

Therapy Focus officially started its reconciliation journey in 2017 with the launch of our first Reconciliation Action Plan (RAP). Whilst many actions were implemented and significant outcomes achieved, there is still much work to do in ensuring our commitment to reconciliation is deeply embedded in our organisation and demonstrated in the work we do.

A roadblock in our organisation's reconciliation journey has been changes in staffing and organisation structure over the course of our first RAP (2017-19) and in the time since. A key learning that will be enacted in this RAP is to assign responsibility of actions to teams and nominate a lead employee, rather than assigning all responsibility to members of our RAP Working Group. This will ensure longevity and sustainability of actions and initiatives, and ensure responsibilities are shared across the organisation.

Lack of resources such as time and money also proved to be a challenge for staff on our previous RAP Working Group, with staff having to manage RAP commitments in addition to their usual workload with no clearly defined budget for actions and initiatives. These challenges have been addressed in planning for our 2021-22 RAP, with a budget assigned and a RAP Committee formed in addition to a Working Group. Our RAP Committee comprises staff representing a cross-section of the organisation, in addition to three First Nations representatives, who meet bi-monthly to provide advice, guidance and feedback

on the implementation and progress of our RAP. Our RAP Working Group is a smaller group comprising staff who have time allocated within business hours to drive actions and initiatives.

Our Reconciliation Action Plan represents our commitment to recognising Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia, and our hopes for a better and more inclusive Australia. It will help to ensure that Aboriginal and Torres Strait Islander voices are heard, as we work to better engage with customers and communities and build mutually beneficial relationships. Therapy Focus currently supports approximately 250 people who identify as Aboriginal and/or Torres Strait Islander people. Through truth-telling, cultural learning and collaboration with Aboriginal and Torres Strait Islander organisations, we are dedicated to providing therapy services that are culturally sensitive to the needs of these families and their communities.

Current activities and partnerships

Therapy Focus celebrates and participates in National Reconciliation Week and NAIDOC Week each year, sharing information and resources with staff, hosting and attending events, and promoting initiatives via newsletters, our website and social media channels.

Cultural protocols are observed and respects are paid through the hosting of Welcome to Country and Acknowledgement of Country presentations at all events and large-scale meetings, in email signatures and on our website. We also acknowledge the Aboriginal lands we work on through the use of traditional names and by displaying Aboriginal and Torres Strait Islander flags in all of our offices.

We have engaged with local Aboriginal artists and students at Sevenoaks Senior College to create a display of Aboriginal artworks in our office reception areas and as wallpaper in therapy clinics and meeting rooms.

All staff take part in mandatory cultural awareness training facilitated by Moorditj Koort Aboriginal Health and Wellness Centre, with refresher training held every two years. Our Celebration of Difference Policy promotes equity and diversity of all cultures, including Aboriginal and Torres Strait Islander cultures, and entitles staff to two days paid leave for religious or ceremonial purposes, and to participate in or honour customary and/or traditional laws.

A number of Aboriginal and Torres Strait Islander people have held roles within our organisation over the years, but at the time of publication of this Reconciliation Action Plan (RAP), no known staff identify as Aboriginal and/or Torres Strait Islander people. We will work to improve employment outcomes for Aboriginal and Torres Strait Islander peoples as part of our RAP.

Our RAP Committee:

- Tessa Harding (Chair) – Therapy Focus Brand Engagement Manager
- Claire Burlinson – Therapy Focus Executive Assistant
- Theresa Pastor – Therapy Focus Senior Manager; Therapy
- Hannah Keech – Therapy Focus Workforce Specialist
- Richa Vinod – Therapy Focus HR Systems Manager
- Hayley Wood – Therapy Focus Occupational Therapist
- Hayley Smith – Therapy Focus Occupational Therapist
- Rebecca Fitzpatrick – Therapy Focus Psychologist
- Eliza Chickonoski – Therapy Focus Speech Pathologist
- Tanya Hosch – AFL Executive General Manager; Inclusion & Social Policy (First Nations representative)
- Joan Foley – Ministerial Advisory Council on Disability (First Nations representative)
- Evelyn McKay – Therapy Focus Customer Reference Group member (First Nations representative)

Our RAP Working Group:

- Tessa Harding – Therapy Focus Brand Engagement Manager
- Claire Burlinson – Therapy Focus Executive Assistant
- Theresa Pastor – Therapy Focus Senior Manager; Therapy
- Hannah Keech – Therapy Focus Workforce Specialist
- Richa Vinod – Therapy Focus HR Systems Manager



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none">Create and manage an Aboriginal and Torres Strait Islander stakeholder list that is regularly updated with individuals and organisations within operational areas or sphere of influence.Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Ongoing Review December 2021	Lead: Brand Engagement Manager Support: Senior Managers & Executive Team
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none">Circulate Reconciliation Australia's NRW resources and reconciliation materials to staff.RAP Committee members to participate in an external NRW event.Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	September 2021 27 May - 3 June 2022 27 May - 3 June 2022	Brand Engagement Manager RAP Committee Chair Lead: Executive Assistant Support: RAP Committee
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none">Communicate our commitment to reconciliation to all staff.Identify external stakeholders that our organisation can engage with on our reconciliation journey.Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Ongoing Review January 2022 September 2021 September 2021	Lead: CEO Support: Executive Team & Board Lead: Brand Engagement Manager Support: RAP Committee RAP Committee Chair
4. Promote positive race relations through anti-discrimination strategies	<ul style="list-style-type: none">Research best practice and policies in areas of race relations and anti-discrimination.Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	December 2021 November 2021	Senior Manager; People, Talent & Culture Senior Manager; People, Talent & Culture



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none">Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	February 2022	Workforce Specialist
	<ul style="list-style-type: none">Conduct a review of cultural learning needs within our organisation.	February 2022	Workforce Specialist
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none">Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	September 2021	Lead: Clinical Manager Support: Team Leaders
	<ul style="list-style-type: none">Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2021	Lead: Clinical Manager Support: Team Leaders, Senior Managers & Executive Team
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none">Raise awareness and share information with staff about the meaning of NAIDOC Week through staff and customer communications.	First week in July 2021	Brand Engagement Officer
	<ul style="list-style-type: none">Introduce staff to NAIDOC Week by promoting external events in our local area.	First week in July 2021	Brand Engagement Officer
	<ul style="list-style-type: none">RAP Committee members to participate in an external NAIDOC Week event.	First week in July 2021	RAP Committee Chair





Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2021	Talent Manager
	<ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2021	Workforce Specialist
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	March 2022	Team Leader; Office Coordination
	<ul style="list-style-type: none">Investigate Supply Nation membership.	December 2021	Team Leader; Office Coordination





Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Committee and Working Group to drive governance of the RAP.	<ul style="list-style-type: none">Grow and maintain a RAP Committee to govern RAP implementation.	Ongoing Review January 2022	RAP Committee Chair
	<ul style="list-style-type: none">Review and update Terms of Reference for the RAP Committee.	November 2021	RAP Committee Chair
	<ul style="list-style-type: none">Grow and maintain Aboriginal and Torres Strait Islander representation on the RAP Committee.	Ongoing Review January 2022	RAP Committee Chair
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none">Define resource needs for RAP implementation.	July 2021	RAP Committee Chair
	<ul style="list-style-type: none">Engage senior leaders in the delivery of RAP commitments.	Ongoing Review January 2022	RAP Committee Chair
	<ul style="list-style-type: none">Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2021	RAP Committee Chair
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none">Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	RAP Committee Chair
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none">Register via Reconciliation Australia's website to begin developing our next RAP.	March 2022	RAP Committee Chair



For more information about Therapy Focus and our Reconciliation Action Plan, please contact:

RAP Committee Chair

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