



RECONCILIATION ACTION PLAN

INNOVATE

**Innovate
Reconciliation Action Plan
2016-2018**





Ipswich Artist Angela Bond presents Artius representatives with commissioned artwork titled New Beginning

Artius Indigenous Artwork

Angela is a Kuku Yalanji and Kabi Kabi woman who has lived in Ipswich Queensland her whole life.

The carpet snake is the artist's totem. The snake in Aboriginal culture represents Creation The Dreaming. The snakes being entwined together represent the "New Beginning" of a new life together. The outside dots represent the past and the inside dots represent the future. The colour dot represents the respective people in the community.

In 2013, Artius commissioned this artwork and the artist as part of our organisation's community and social engagement in supporting and assisting Indigenous Australian's reach their potential in Health and Employment space including their education, training and community welfare, which in line with Artius values, mission and vision.

I am pleased to launch the Artius Group's Reconciliation Action Plan (RAP). Our mission of helping people, business and communities to reach their potential is very well aligned with the development and implementation of the Artius RAP.

Artius is committed to working with Aboriginal and Torres Strait Islander peoples to overcome challenges, build resilience and ultimately help them reach their potential.

Through the Artius RAP we aspire to work together with Aboriginal and Torres Strait Islander peoples on closing the social, economic, and health gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community.

Paul Stokes
Managing Director
Artius Group



A Message from the Managing Director



Artius client Jesse Butler receives his certificate of traineeship with Ipswich based employer Phoenix Development Group, after more than two and a half years on unemployment benefits

Our Vision for Reconciliation

To develop stronger relationships with Aboriginal and Torres Strait Islander peoples and communities, to strengthen cultural respect and awareness of our organisation and to build a solid understanding through sharing knowledge and opportunities with Aboriginal and Torres Strait Islander peoples in regards to our health care programs and employment services.

Our Business

Artius is Latin for 'complete'

We are a values based organisation aiming to provide a 'complete' service delivery model, a goal that is reflected in our name.

Our mission is to help people, businesses and communities reach their potential through four distinct integrated business streams:

- Health,
- Employment,
- Community; and
- Training.

'It doesn't matter where you join us on your life journey, we will help you reach your potential'.

Established in 2004, Artius started with a single employee and a single office. Today we are a leading provider of Health, Employment, Community and Training Services across Queensland. We have over 100 employees across ten locations, as well as a network of service providers in 60 outreach locations throughout the Sunshine Coast, Brisbane, Ipswich and Gold Coast regions. Our Aboriginal and Torres Strait Islander Employment Strategy sees us currently employing three staff within our workforce that identify as Aboriginal and/or Torres Strait Islander person with a commitment to achieve 10% by 2018 to around 8 to 10 staffing profile within the Artius Group.

Our Values



Artius helps people:

- Improve their health and wellbeing
- Gain and maintain employment
- Enter training and education courses

Our multi-disciplinary approach enables our clients to access a number of services as seamlessly as possible. It's all about empowering people. By offering such a complete portfolio of services, we believe we can help people who come into contact with our business reach their potential and benefit from every area of our expertise.

It's about us reaching our potential too. Our culture of continuous improvement is designed to ensure we reach our potential. It's an ethos that underpins our core values and is reflected in everything we do.

Our Current Services

Corporate

Artius' Corporate & Clinical Governance Framework is founded on the Australian Standards AS8000 Corporate Governance Series.

Evidence of strong and effective corporate governance is provided by Artius's achievement of independent third party certifications against international and Australian best practice standards including:

- ANZS ISO9001-2008 Quality Management Systems;
- Department of Social Services Disability Services Standards; and
- National Mental Health Service Standards.

Employment Services

Artius holds at its core the philosophy (supported by significant evidence-based research) that people are healthier and happier when gainfully employed. Work improves self-esteem and well-being and decreases the risk of illness.

Artius Employment Services helps match people to jobs and jobs to people. We provide a range of services to people whose illness, injury, disability or/and a medical health condition prevents them from finding, returning to, or staying in work.

Who we help:

- Job seekers with an illness, injury, disability or health condition who need help finding suitable and sustainable work
- Employers looking for skilled, motivated employees
- School students who need help transitioning from school to work
- Job seekers and workers with a mental health condition that makes it difficult to find or stay in work
- Workers who are at risk of losing their job because of their illness, injury, disability or/and a medical health condition
- Employers with workers who are struggling to keep their job because of their health condition or illness

Health Services

Our philosophy for health care is that wherever you are on your journey towards good health and wellbeing, we can help you. In short, we help you to Reach Your Potential.

We know from experience the importance of looking after both the mind and body has in helping our clients to improve their health and wellbeing.

Artius Health Services can offer you an experienced team of health professionals whose sole aim it is to help you improve your health and wellbeing, including:

- Physiotherapists
- Psychologists
- Exercise Physiologists
- Occupational Therapists
- Other health professionals

Our team is able to provide a comprehensive range of health services to help you **Reach Your Potential.**

Artius Foundation

Artius is committed to meet the growing needs of our ageing population and ensuring we are providing services to those most vulnerable in our community, including people with disability and mental health issues.

We build their capacity and empower them to make life choices to improve their independence and self-determination. We specifically tailor and build services to meet the unique needs of each individual and their family.

Artius is committed to developing a range of flexible and integrated support services to enable individuals to live meaningful and contributing lives in the community.

We are a member of two Consortiums which deliver headspace services in the Ipswich and Logan regions. Headspace is the National Youth Mental Health Foundation which helps young people aged 12-25. headspace can help with:

- General health
- Mental health and counselling
- Education, employment and other services
- Alcohol and other drug services

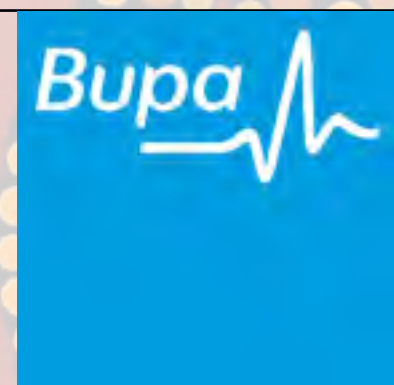
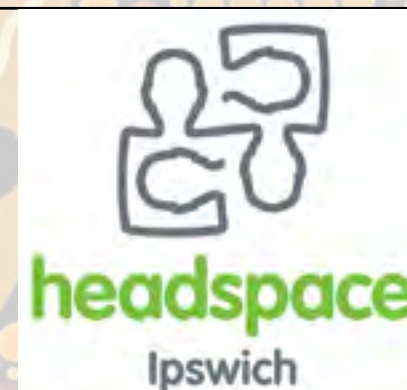
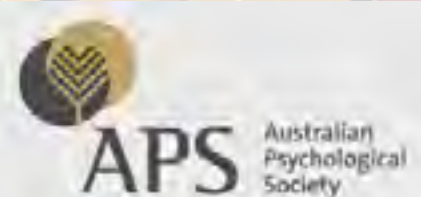
We are also a member of a Consortium of agencies which delivers the Personal Helpers & Mentors (PHaMs) Employment Service in Ipswich. The service provides support for people with a mental illness receiving the Disability Support Pension or other government income support payments that have identified workforce participation as a primary goal.



Artius team member Allison McKee at Ipswich Reconciliation Week event with Andrew Walker (left) and Derek Kinchela, Ipswich City Council (right)

Partners and Supporters

As part of our business and engagement with our Partners and Supporters, Artius will endeavour to explore opportunities through consultation to form agreements to enhance cultural awareness to services by working together to achieve positive outcomes for the Aboriginal and Torres Strait Islander peoples and communities.



Artius will strive to increase the number of Aboriginal and Torres Strait Islander peoples employed by our business and ensure that every opportunity to enhance career progression and expand their growth within Artius. Therefore, our vision for this Reconciliation Action Plan is to fulfil and enhance Artius's unique mission "Help People, Business and Communities to Reach their Potential" by creatively provide meaningful pathways and opportunities for Aboriginal and Torres Strait Islander peoples in the work we do within our geographic footprint.

The intention for Artius Innovate RAP is to also have a self-reflection on our current business and structure to work towards laying the foundations for building stronger respectful relationships with Aboriginal and Torres Strait Islander peoples, communities and stakeholders. We will be focusing on putting in place the right building blocks for our Innovate RAP to strive to build positive and valuable relationships and networks between Aboriginal and Torres Strait Islander peoples and other Australians through strategies based on the 3 key areas of:

- Relationships
- Respect
- Opportunities.

Artius aims to increase our staff cultural awareness and respect for Aboriginal and Torres Strait Islander peoples histories, cultures and achievements to further assist in providing an effective service delivery to the First Nation's Peoples experiencing barriers to health, training and employment.

Artius is committed to implementing 10 new policies within the first 12 months to capture and address outline points below with the intention to expand on other policies over the duration of this RAP:

- Provide Cultural Awareness Training to all staff to raise awareness and knowledge of Aboriginal and Torres Strait Islander people's histories, cultures and achievements.
- Provide and encourage Equal Employment opportunities and support of Aboriginal and Torres Strait Islander peoples, organisations and suppliers of business requirements
- Adopt and implement culturally diverse strategies within the Business Plan
- Promote and implement Aboriginal and Torres Strait Islander peoples cultural events in our workspaces
- The establishment of Aboriginal and Torres Strait Islander cultural protocols for Acknowledgement of Traditional Custodians and Welcome to Country
- Improving tools and materials to support the understanding Aboriginal and Torres Strait Islander employees, organisations and clients

Our Reconciliation Plan

Artius is committed to working towards achieving reconciliation and recognising Aboriginal and Torres Strait Islander peoples as the First Australians. In recent years Artius has been fortunate to work in partnership with Aboriginal and Torres Strait Islander peoples, communities and businesses. To successfully work in partnership with First Australians, Artius very quickly learned to tailor and upskill our staff to meet the required needs. Having a culturally diverse and highly skilled workforce provides Artius with a genuine interest and commitment. It is appropriate the RAP Working Team, supported by the Managing Director Paul Stokes, led the development of the RAP. The RAP Working Team is comprised of Aboriginal and Torres Strait Islander staff and staff of the broader Australian community within each division of the organisation. The RAP Working Team has identified the need for a Plan that outlines our public support for reconciliation and a strategy to achieve it. Our RAP is championed by all senior managers as it helps Artius to meet its corporate and social responsibilities. The RAP will be a living document that will be an integral part of Artius's core business and belongs to all of our employees.

It is a Plan outlining the commitment our organisation is working towards achieving a reconciled Australia and which outlines the values Aboriginal and Torres Strait Islander peoples and communities can expect from our company. Our RAP is an indication of our ongoing commitment to advancing reconciliation and in doing so will contribute to closing the gap in health, education and employment between Aboriginal and Torres Strait Islander peoples and the broader Australian community.

The diagram below indicates the service delivery model Artius as implemented to work in partnership with our First Australian's, service providers, training organisations, members of the industry and local, Queensland and Australian Governments to identify employment and training opportunities and ultimately a pathway to employment for Aboriginal and Torres Strait Islander peoples.



In 2014, Artius viewed Reconciliation Australia's RAP framework and decided to undertake the development of a RAP that would harness a can do attitude and broad range of services to fulfil the unique potential of our business to creatively provide meaningful pathways and opportunities for Aboriginal and Torres Strait Islander peoples within our geographic footprint.

We believe we have sufficient expertise and have allocated the appropriately qualified personnel to develop, implement and monitor our RAP. Artius will work collaboratively with Reconciliation Australia and Aboriginal and Torres Strait Islander peoples partners and clients to implement the key initiatives in our Plan.

In October 2015, we appointed a RAP Working Committee made up of Senior Managers and representatives across each division of the organisation and their role is to ensure that the commitments given in our RAP are developed, implemented, monitored and reported on. The Reconciliation Action Plan Working Committee will report quarterly to the Executive Board of Artius.

Artius is committed to building relationships and an organisational culture that lends itself to learning and change. Our Reconciliation Action Plan is a vehicle for realising our commitments, capturing learnings and improving our work practices and we look forward to monitoring and growing it throughout the duration of the next 3 years. As our business has grown and evolved over the past 11 years, so too has our engagement with Aboriginal and Torres Strait Islander peoples, First Australians.

The Artius RAP Working Group members are:

- Paul Stokes, Artius Managing Director (Reconciliation Action Plan Champion) will be actively promoting our Reconciliation Action Plan both internally and externally, as will our RAP Working Committee:
- Barry Fewquandie, Aboriginal and Torres Strait Islander Engagement Manager (Aboriginal Representative)
- Libby Stokes, Executive Director, Corporate Services
- Rollie Pontigon, General Manager, Employment Services
- Anne Herbert, Human Resource Manager
- Peter Jordan, Employment Services Manager
- Georgia Ash, Health Services Program Manager
- Brad Vocale, Customer Transport Officer, (Aboriginal Representative)

The RAP Working Group is dedicated to creating an inclusive and respectful organisation that is conducive to the health, employment and retention of Aboriginal and Torres Strait Islander peoples and community.

Our Reconciliation Working Group

Relationships

Artius is committed to establishing meaningful and enduring relationships with Aboriginal and Torres Strait Islander peoples, communities and stakeholders to increase partnerships that will achieve positive social, cultural and economic outcomes.

Action	Responsibility	Timeline	Target
1. The RAP Working Committee continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	Human Resources Manager Corporate Manager	July 2016 Sep 2016, Dec 2016, March 2017, June 2017, Sep 2017, Dec 2017	RWG oversees the development, endorsement and launch of the Reconciliation Action Plan. Meet four times per year to monitor and report on Reconciliation Action Plan implementation and outcomes.
2. Celebrate National Reconciliation Week (NRW) by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.	Employment Manager Health Corporate Training Manager Community Business Unit Leaders/Managers	Sep 2016, Sep 2017 and Sep 2018	Host a NRW internal event within Artius Corporate Head Office and encourage all regional offices to host a NRW event or activities Register the event via the Reconciliation Australia NRW website Artius will attend a community NRW event to recognise and celebrate NRW. RWG to promote national and regional information regarding NRW through internal News Room and email.
3. Artius to raise internal awareness of the RAP with all employees and external stakeholders	Human resources Manager Corporate Manager Aboriginal and Torres Strait Islander Engagement Manager	August 2016	Implement and review a strategy to communicate our RAP to all internal and external stakeholders Promote reconciliation through ongoing active engagement with all stakeholders

4. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	Aboriginal and Torres Strait Islander Engagement Manager	Sep 2016	Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.
		Sep 2016	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.
		Sep 2016, Sep 2017, and Sep 2018	Approach government representatives' co-ordinating initiatives to build stronger links and partnership with.



Artius Aboriginal and Torres Strait Islander Engagement Manager Barry Fewquandie working with families at 2015 NAIDOC week events

Respect

We strive for a better understanding of Aboriginal and Torres Strait Islander peoples, histories, cultures and barriers faced. We work towards building a more culturally aware, respectful and accepting work environment. Building sustainable relationships with all Australians based on integrity and respect has been an integral part of Artius' success.

Action	Responsibility	Timeline	Target
1. Engage employees in understanding the cultural protocols around Acknowledgement of Country and Welcome to Country to ensure there is shared meaning	Human Resource Manager	July 2016	Develop, implement and communicate a cultural protocol document for Artius.
	Aboriginal and Torres Strait Islander Engagement Manager	August 2016	Identify at least one significant event for which a Welcome to Country from a Traditional Owner will be included.
	Marketing Manager	July 2016	Include Welcome to Country protocols in the budget for all events as well as identified significant event.
		Sep 2016	Include Acknowledgement of Country at the commencement of every important internal and external meetings.
		Oct 2016	Install signs acknowledging local Traditional Custodians of the land in public area within all Artius offices
		Nov 2016	Create an signature email block acknowledging Traditional Custodians of the land as a standard for all Artius employees to use.
2. Engage employees in cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander peoples history, cultures and achievements	Aboriginal and Torres Strait Islander Engagement Manager	Oct 2016	Develop and deliver a Cultural Awareness Training strategy for Artius to include all staff on an annual basis.
	Human Resource Manager	Dec 2016	Provide Cultural Awareness Training opportunity for training with partners and service providers when required.
		Oct 2016	Induction program for new employees includes information on Artius reconciliation commitment.
		Sep 2017	Provide opportunity for staff to undertake further Aboriginal and Torres Strait Islander cultural learning through accredited training.

3. Provide opportunities for Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events.	Human Resource Manager	Oct 2016	Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.
	Marketing Manager	July 2016, July 2017, and July 2018	Create an annual budget to support major Aboriginal and Torres Strait Islander peoples cultural or business calendar events.
	Aboriginal and Torres Strait Islander Engagement Manager	July 2016, July 2017, and July 2018	Provide opportunities for all employees to participate in local NAIDOC Week events.
		July 2016, July 2017, and July 2018	Promote NAIDOC Week by internal activities and awards, electronic broadcast and emails.
		Dec 2016	Providing information stalls at community events in each service region of Artius.
			Display Aboriginal and Torres Strait Islander art work in all Artius's office locations, demonstrate respect for First Australian peoples. (artwork will clearly identify the artist name, country and a brief story behind the artwork.)



Members of the Artius team participate in Sorry Day commemorative activities



Opportunities

Our goal is to provide Aboriginal and Torres Strait Islander peoples, communities and organisations with opportunities for greater economic participation, independence and social inclusion. It is equally important to provide opportunities that support First Australian communities in enhancing pride of place, capacity, self-esteem and leadership.

Action	Responsibility	Timeline	Target
1. Investigate opportunities within Artius to increase Aboriginal and Torres Strait Islander employment opportunities.	Human Resource Manager	July 2016	Capture baseline data on the number of existing Aboriginal and Torres Strait Islander staff members to inform future employment opportunities.
	General Manager	August 2016	Review and update Artius Aboriginal and Torres Strait Islander peoples Employment Strategy, ensuring retention is included.
	Aboriginal and Torres Strait Islander Engagement Manager	Sep 2016	Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed.
		Oct 2016	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.
		Nov 2016	Pilot different approaches to increasing Aboriginal and Torres Strait Islander peoples employment within the organisation (this may include training pathways, apprenticeships, internships, cadetships, work experience).
		March 2017	Advertise all vacancies for Artius in Aboriginal and Torres Strait Islander media.
		July 2016	Include the words 'Aboriginal and/or Torres Strait Islander applicants are encouraged to apply' in all vacant position advertisements.
		June 2017	Develop and implement a plan to provide opportunities for Aboriginal and Torres Strait Islander clients to participate in employment pathways to achieve sustainable outcomes.

2. Opportunities to increase Aboriginal and Torres Strait Islander supplier diversity within Artius	Human Resource Manager	march 2017	Review and reform procurement strategy, policy and processes so that supplier diversity principles can be incorporate into the organisation procurement strategy.
	Aboriginal and Torres Strait Islander Engagement Manager	June 2017	Investigate becoming a member of Supply Nation or partnering with your local Aboriginal and Torres Strait Islander peoples Chamber of Commerce.
	Corporate Manager	June 2017	Educate staff about using Aboriginal and Torres Strait Islander businesses.
		June 2017	Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.

Tracking Progress and Reporting

Action	Responsibility	Timeline	Target
1. Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	Aboriginal and Torres Strait Islander Engagement Manager RAP Working Group	Sep 2016, Sep 2017, Sep 2018 Sep 2016, Sep 2017, Sep 2018	Complete and submit the Reconciliation Action Plan Impact Measurement Questionnaire to Reconciliation Australia annually. Investigate participating in the RAP Barometer.
2. Report RAP achievements, challenges and learnings internally and externally	Aboriginal and Torres Strait Islander Engagement Manager RAP Working Group	Sep 2016, Sep 2017, Sep 2018	Publically report Artius RAP achievements, challenges and learning's
3. Artius RAP Refresh	Aboriginal and Torres Strait Islander Engagement Manager RAP Working Group	Jan 2018	Artius to review and refresh and launch an updated RAP in line with the organisation's Business Plan.



Artius' Aboriginal and Torres Strait Islander Engagement Manager, Barry Fewquandie meets with Alf Summers of Krurungal Aboriginal and Torres Strait Islander Corporation for endorsement of their RAP

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