



Australian Government

Comcare

PUTTING YOU *FIRST*

COMCARE RECONCILIATION ACTION PLAN 2009-12

OUR VISION FOR RECONCILIATION

To work with Aboriginal and Torres Strait Islander peoples to positively influence the implementation of reconciliation both internally within Comcare and externally across our client base.

OUR BUSINESS

Comcare works in partnership with employers to reduce the human and financial costs of workplace injuries and diseases.

We ensure that employers have safe and healthy workplaces, meet their duty of care to employees and assist injured workers.

Figure 1 shows our specific activities.

COMCARE SEEKS TO DELIVER AUSTRALIA'S SAFEST WORKPLACES, WORKING WITH OUR CUSTOMERS TO ENSURE THAT:

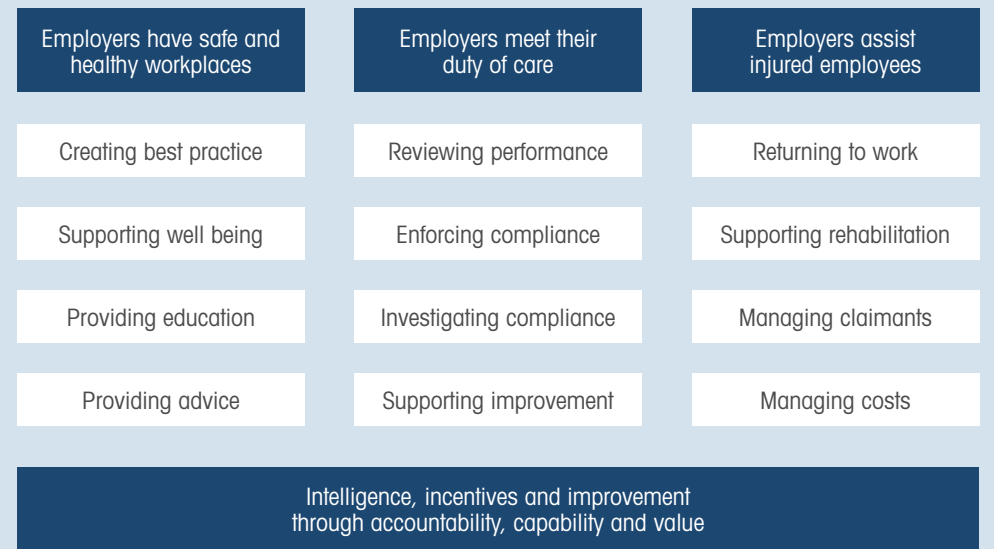


Figure 1



Reconciliation Australia
RECONCILIATION ACTION PLANS

Our RAP

Comcare is committed to the process of reconciliation between Aboriginal and Torres Strait Islander peoples and the wider Australian community and recognises the importance of reconciliation to Australia's future.

This Reconciliation Action Plan builds on activities to date including the Comcare Reconciliation Plan 2006-09 and Comcare Diversity Program 2004-08 and 2009-12. It outlines the specific commitments that we continue to make in the areas of employment, cultural awareness and capability building.

Our approach to building this plan is informed by the breadth of better-practice activities undertaken within APS agencies and by extensive consultation with Comcare's own workforce and with Aboriginal and Torres Strait Islander employees and stakeholders.

This Reconciliation Action Plan will be broadly disseminated within Comcare through its intranet website. It will be publicly available on the Comcare website and the Reconciliation Australia website and will also be reported on, and refreshed, annually and provided to Reconciliation Australia.

Relationships		Building strong and mutually beneficial partnerships is at the heart of Comcare's business. This RAP specifically reflects our commitment to building respectful relationships between Aboriginal and Torres Strait Islander peoples and the wider Australian community.		
Focus area: To continue our focus on building effective relationships within and outside of Comcare.				
Action	Responsibility	Timeline	Measurable target	
1. Formalise a RAP working group made up of both Aboriginal and Torres Strait Islander and other employees and stakeholders.	- Human Resources	Dec 2009	> RAP working group meets formally at least twice per year to monitor progress against this RAP.	
2. The CEO blog on the Comcare intranet site will feature/launch RAP.	- CEO - Human Resources - IT	July/Aug 2009	> Blog successfully launched. > Employee interest and contribution to the blog.	
3. Using the momentum of the RAP launch, encourage existing employees to review and update their EEO information on the HR database.	- Human Resources	October 2009	> Aboriginal and Torres Strait Islander employees feel supported to identify as such on the Human Resources database. > Potential increase in number of employees identifying as Aboriginal or Torres Strait Islander within Comcare (as measured by regular quarterly workforce reporting already undertaken within Human Resources).	

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Action	Responsibility	Timeline	Measurable target
4. Continue our focus on building effective relationships between Aboriginal and Torres Strait Islander and other peoples within and outside of Comcare.	– All employees; led by RAP working group	September 2010	<ul style="list-style-type: none"> > Positive customer/client relationship guidelines embedded in Comcare's Claimant Charter and measured via Comcare's Customer Service survey (2009 and planned biennially). > Performance against RAP outcomes.
5. Focus on building and supporting an internal Aboriginal and Torres Strait Islander workforce that mirrors our customer base (specific strategies listed under 'Opportunities' below).	– All employees; led by Human Resources	Ongoing via quarterly workforce reporting commencing financial year 2009/10	<ul style="list-style-type: none"> > Positive feedback via Staff Survey 2009. > Number of employees selecting to identify as Aboriginal or Torres Strait Islander on the Human Resources Information System. > Number of employees selecting to identify as Aboriginal or Torres Strait Islander mirrors the current APS average (2.3 per cent).
6. Celebrate NAIDOC week within Comcare.	– All employees; led by Human Resources	July 2009 and annually	<ul style="list-style-type: none"> > Comcare offices mark NAIDOC week with a special event (For example, morning tea).

Respect

Comcare's aim is to attract, develop and retain a diverse workforce that reflects our customer base. We also place great importance on building a workplace culture where individual and team contribution is valued, where Aboriginal and Torres Strait Islander employees are able to contribute to the best of their ability and are recognised and respected for the perspectives they bring to the workplace.

Focus area: To value the experiences of others and welcoming a range of different views in everything we do.

Action	Responsibility	Timeline	Measurable target
7. Develop and implement protocols for 'Welcome to Country' and/or recognition of traditional owners during external events and speeches.	<ul style="list-style-type: none"> – Human Resources – Marketing and Communications 	December 2009	<ul style="list-style-type: none"> > 'Welcome to Country' and acknowledgement of country protocols developed and agreed by senior leaders. > 'Welcome to Country' and acknowledgement of country protocols are used by senior leaders in important and/or external speeches.
8. Review internal induction program to include a copy of this RAP and a cultural awareness/appreciation component.	– Human Resources	December 2009	<ul style="list-style-type: none"> > Induction program reviewed. > RAP/cultural awareness component included.

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Action	Responsibility	Timeline	Measurable target
9. Investigate the feasibility of providing cultural awareness/appreciation training for all staff.	– Human Resources	May 2010	> Cultural awareness/appreciation training for all staff offered.
10. Prepare internal newsletter articles discussing the benefits of Diversity.	– Human Resources – Marketing and Communications	Commencing July 2009	> Minimum of two articles promoting reconciliation published per financial year.
11. Consider the possible impact on Aboriginal and Torres Strait Islander peoples when developing policy advice and external publications. For example: – Inclusion of graphics/photos of Aboriginal and Torres Strait Islander peoples or artwork. – Access to information (variety of channels).	– All branches – Marketing and Communications	January 2010	> Include relevant guidance in <i>Comcare's Writing and Editing Style Guide</i> (available on intranet) by January 2010.

Opportunities

As an organisation, Comcare will play an active role in providing employment opportunities and ongoing personal and career development for Aboriginal and Torres Strait Islander peoples.

Focus area: To increase the involvement of Aboriginal and Torres Strait Islander peoples in the success of Comcare's business.

Action	Responsibility	Timeline	Measurable target
12. Take part in the Australian Public Service Commission's <i>Indigenous Pathways Programme</i> .	– Human Resources	Commencing May 2009	> Minimum of one Aboriginal or Torres Strait Islander trainee recruited via the <i>Pathways</i> program in 2009. > If successful, explore feasibility in recruiting additional trainees in subsequent years given available job opportunities and budget.

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Action	Responsibility	Timeline	Measurable target
13. Improve access for Aboriginal and Torres Strait Islander peoples to Comcare job opportunities. For example: by advertising in appropriate media (such as the Koori Mail, National Indigenous Times and Deadly Vibe) and/or by raising awareness of Comcare as an employer of choice for Aboriginal and Torres Strait Islander peoples.	<ul style="list-style-type: none"> - Human Resources - Comcare managers 	As occurs	<ul style="list-style-type: none"> > Number of jobs advertised in Koori Mail/Indigenous Times/Deadly Vibe. > Number of candidates identifying as Aboriginal or Torres Strait Islander on job application form (target to be established in 2009 for ongoing measurement/monitoring).
14. Ensure job advertisements contain a statement that Comcare embraces diversity and welcomes applications from candidates of all backgrounds.	<ul style="list-style-type: none"> - Human Resources 	By December 2009	<ul style="list-style-type: none"> > All advertisements for job opportunities contain this statement.
15. Include specific considerations regarding recruiting/interviewing Aboriginal and Torres Strait Islander peoples within Comcare's recruitment policy.	<ul style="list-style-type: none"> - Human Resources 	By July 2009	<ul style="list-style-type: none"> > Information included in policy and readily available to recruitment panels.
16. Provide opportunities for professional development of the capabilities that enhance the careers of Aboriginal and Torres Strait Islander employees in Comcare.	<ul style="list-style-type: none"> - All Branches 	From July 2009	<ul style="list-style-type: none"> > Comcare Career and Capability Framework developed. > Comcare Career and Capability Framework embedded. > Aboriginal and Torres Strait Islander employee access to and usage of career-related learning and development opportunities.
17. Commit Comcare's logo to the Australian Public Service Commission's IAPSEN website.	<ul style="list-style-type: none"> - Human Resources 	July 2009	<ul style="list-style-type: none"> > Comcare logo viewable on IAPSEN website www.apsc.gov.au > IAPSEN
18. Support attendance of Comcare's Aboriginal and Torres Strait Islander employees at whole-of-government APS conferences that focus on employment issues, such as the <i>National Indigenous APS Employees' Conference</i> .	<ul style="list-style-type: none"> - Aboriginal and Torres Strait Islander employees - Managers (to release staff) 	Annually as they occur	<ul style="list-style-type: none"> > Number employees attending <i>National Indigenous APS Employees' Conference</i>.

Tracking progress and reporting

Action	Responsibility	Timeline	Measurable target
19. RAP working group will monitor progress, report and refresh RAP annually.	– RAP Working Group	Annually from August 2009	> RAP working group monitor RAP and consider and amend measurable targets annually in consultation with Reconciliation Australia.
20. Branch managers will report on RAP progress to Executive quarterly.	– Comcare Executive – Branch managers	Quarterly from October 2009	> Branch managers report quarterly at Executive meetings against measurable targets for which their branch is responsible.
21. Comcare will publicly report on and refresh RAP annually.	– Human Resources	Annually from August 2009	> Report on progress in 2010-11 Annual Report and provide RAP report and refreshed RAP to Reconciliation Australia for uploading on their website.

Comcare recognises that to achieve our vision, the process of reconciliation will need to continue beyond this plan.