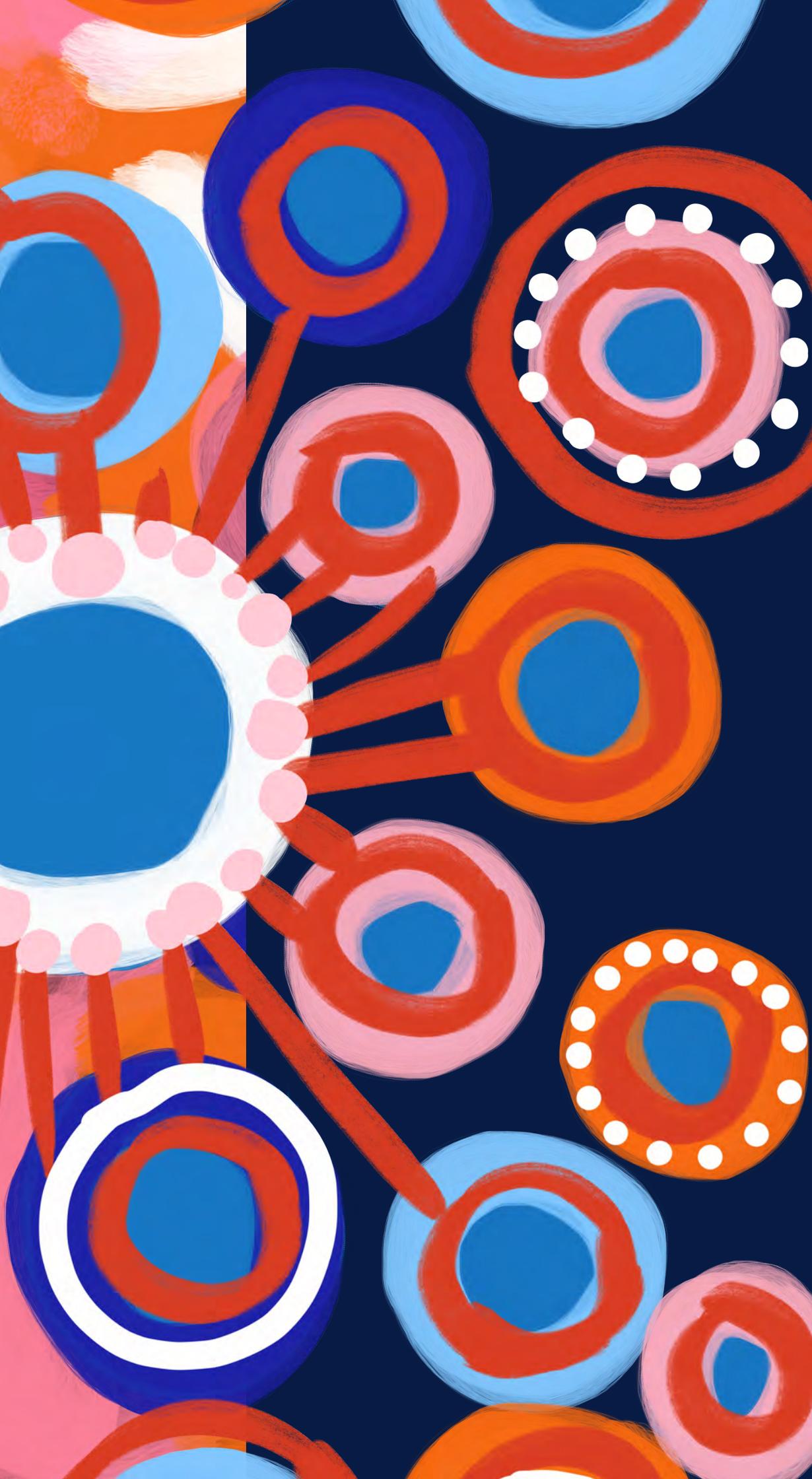




WorkCover Queensland

Reconciliation Action Plan

November 2021 – December 2022



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Our vision for Reconciliation

WorkCover Queensland deeply believes that Aboriginal and Torres Strait Islander peoples and cultures should be embraced with equity, dignity and respect. We share Reconciliation Australia's vision of a just, equitable and reconciled Australia. We strive to support and contribute to a space where Aboriginal and Torres Strait Islander peoples feel valued and respected, have access to opportunities and resources and can contribute their perspectives and talents to the Queensland community.

I am proud to launch WorkCover Queensland's first Reconciliation Action Plan as we begin our reconciliation journey. This document demonstrates our commitments towards a shared vision for reconciliation and outlines the steps we will take to consult, build relationships and use our resources to work with Aboriginal and Torres Strait Islander peoples and communities.

Bruce Watson, CEO





A message from Reconciliation Australia

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

WorkCover Queensland 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 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 WorkCover Queensland 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 WorkCover Queensland, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





WorkCover Queensland respectfully acknowledges and pays respect to Queensland's Elders past, present and emerging. We thank the Traditional Custodians of Country throughout Australia for their ongoing custodianship of land, waters and community.

Our core business

We are a government owned statutory body, providing workers' compensation insurance in Queensland since 1997. We are a customer-focused insurer and aim for insurance excellence. We maintain high return to work rates by partnering with our customers and stakeholders.

We are committed to striking the right balance between keeping premium costs low for employers and providing injured workers with access to rehabilitation and the best possible return to work support. This means understanding and meeting customer needs and evolving our business processes to suit these needs.

Our values

Our values highlight the importance of being connected, both to our people and our community, by showing respect and support while building honest relationships.

- **Excellence** | to deliver outcomes that are highly valued by our customers
- **Integrity** | to always do the right thing
- **Responsiveness** | to provide an experience that meets the individual needs of our customers
- **Respect** | to be considerate of the rights and dignity of everyone.

Our people

We bring together diverse talent and provide our people with the opportunity to achieve their potential through their individualism and authentic purpose, by adding value to the meaningful work we do and make WorkCover Queensland a truly inclusive place to work.

WorkCover Queensland currently employs around 900 employees in our Brisbane CBD office, including 13 Aboriginal and/or Torres Strait Islander employees.

Our reconciliation action plan

At WorkCover Queensland, we are committed to contributing to reconciliation in Australia. By developing a Reconciliation Action Plan, we will outline practical actions that we will take to help build strong relationships and enhance respect between Aboriginal and Torres Strait Islander peoples and the wider Queensland community.

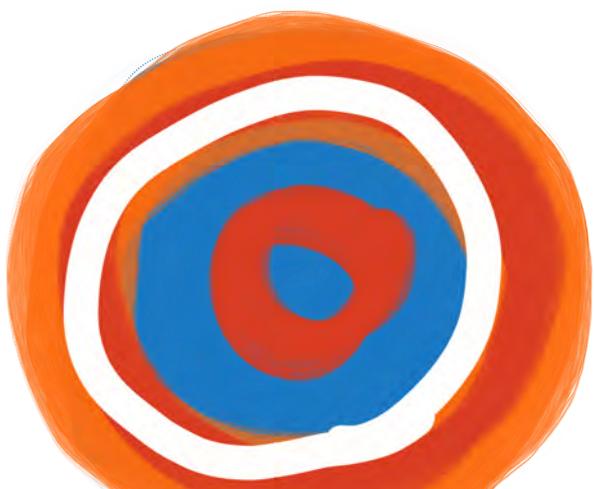
WorkCover Queensland has recognised the need to develop a Reconciliation Action Plan not only because it is the right thing to do, but because the ability to understand the heritage and cultures of Aboriginal and Torres Strait Islander peoples will enable our organisation to make lasting impacts for the Queensland community.

This Reconciliation Action Plan has been designed to build internal awareness, understanding and cultural competency for all of our people. We will utilise our unique position as an organisation that supports Queensland employers and injured workers to support and foster inclusion for Aboriginal and Torres Strait Islander peoples across Queensland workplaces.

To date, WorkCover Queensland has fostered the spirit of reconciliation through the following actions and recognise we still have a lot more to learn and do:

- In 2018, our Board of Directors endorsed a Regional Strategy, partnering with and supporting our customers and stakeholders throughout Queensland to ensure we keep all Queenslanders working and make a positive difference to people's lives. A key initiative of this strategy is to regularly hold WorkCover Queensland's Board meetings in remote Queensland communities (including Mackay, Rockhampton, Toowoomba and Townsville to date)
- In 2019, we launched our Diversity, inclusion and belonging strategy
- In February 2020, we established our Reconciliation Action Plan Working Group comprising of 10 members from across the organisation with 50% of members identifying as Aboriginal and/or Torres Strait Islander people
- In May 2020, we introduced Acknowledgement of Country protocols to all large internal and external meetings and events.

WorkCover Queensland is supported by our RAP Champion, Reconciliation Working Group (RWG) Chairperson and an engaged Reconciliation Action Plan Working Group made up of individuals from across our organisation who actively helped to shape and evolve our Reconciliation Action Plan. Our Reconciliation Action Plan has been developed in consultation with our Executive Leadership Team and endorsed by our Board of Directors.



Roles and responsibilities

RAP Champion:

David Heley

Chief People and Finance Officer

RWG Chairperson

Ella Tippo

Manager People Strategy

Reconciliation Working Group members:

Hayley Dowling

Customer Manager

Leah Westcott

Customer Advisor

Bill Arndt

Service Delivery Manager Core Systems

Angie Sutton

Customer Advisor

Lisa Silvester

Workforce Specialist

Jean Garez

Experience Design Consultant

Sam Munns

Customer Support Representative

Patrick Mwilambwe

Graduate Digital Technology and Design

“I am grateful that WorkCover has recognised the value of actively supporting reconciliation and the positive impact it can have on all of our lives.

Our investment in a Reflect Reconciliation Action Plan will guide us toward the best actions we can take to grow positive relationships for Aboriginal and Torres Strait Islander peoples within the wider community.”

Bill Arndt, Service Delivery Manager

“My hope for this Reflect Reconciliation Action Plan is to build a greater awareness of the disparity that exists between Indigenous and non-Indigenous Australians and to be part of the positive movement towards advancing reconciliation. I am excited for the opportunity to become more involved in the community and to form better relationships with Aboriginal and Torres Strait Islander peoples. I believe this is a great first step to creating a working relationship that acknowledges the Traditional Custodians and strive to learn more about Aboriginal and Torres Strait Islander cultures, beliefs and traditions.”

Briana Purcell, Customer Advisor

“It is with hope that through our Reconciliation Action Plan, we implement changes to recognise and acknowledge Aboriginal and Torres Strait Islander peoples as Australia’s First Peoples.

In providing education to better understand and embrace cultural differences, we can strive for a more inclusive and supportive workplace.”

Angie Sutton, Customer Advisor



About the artwork and Artist

This artwork was created for WorkCover Queensland by renowned Queensland Aboriginal artist Rachael Sarra.

“WorkCover Queensland acts as a support system for people, both employees and employers. Like cells in our bodies, following injury and illness, they provide structure and support during the rehabilitation process. Built on a platform of strong, authentic relationships, WorkCover Queensland is focused on expanding their existing relationships to create a broader range of genuine and diverse connections with communities throughout Queensland. Through a strong sense of purpose, WorkCover Queensland continue to be the cells that connect and support people. With each new relationship, the cells of the network rebuild and grow, creating even stronger links throughout Queensland.”

Relationships



WorkCover recognises that working together and building strong and supportive relationships, which are inclusive and respectful of Aboriginal and Torres Strait Islander peoples, is a vital part of reconciliation. Connecting to people, sharing experiences and contributing to the Queensland community is key to the way we do business now and in the future.

Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey.	February 2022	RWG Chairperson
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	February 2022	RWG Chairperson
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials with our people.	May 2022	People Experience Advisor
	Host a NRW event.	27 May- 3 June 2022	RWG Chairperson
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June 2022	RWG Chairperson
	Encourage and support our people and senior leaders to participate in an external event to recognise and celebrate NRW.	27 May- 3 June 2022	Head of People and Workplace Experience
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all our people:	December 2021	RWG Chairperson
	<ul style="list-style-type: none"> Develop and implement a communication plan to raise awareness amongst all our people about our RAP commitments and activities. 	December 2021	RWG Chairperson
	<ul style="list-style-type: none"> Develop an intranet site to include the RAP, links to Reconciliation Australia (Share our Pride), a list of local Traditional Owners of the lands and waters within our organisations sphere of influence, and an explanation of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols. 	December 2021	RWG Chairperson
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	February 2022	RWG Chairperson
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	February 2022	RWG Chairperson
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	November 2021	RWG Chairperson
	Conduct a review of people policies and procedures to identify existing anti-discrimination provisions, and future needs.	December 2021	Manager Wellbeing and Performance

Respect



WorkCover’s journey towards reconciliation will be underpinned by an understanding of and respect for Aboriginal and Torres Strait Islander peoples, cultures and experiences. Respect is one of WorkCover’s organisational values and is an integral part of our culture and how we do business.

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2021	RWG Chairperson
	Investigate cultural immersion training (face to face and online) for all employees and an overall program to continue embedding the learning.	June 2022	RWG Chairperson
	Conduct a review of cultural learning needs within our organisation.	June 2022	Head of Learning and Development
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Custodians of the lands and waters within our organisation’s operational area.	February 2022	RWG Chairperson
	Increase our people’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	January 2022	RAP Champion
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information with our people about the meaning of NAIDOC Week.	July 2022	RWG Chairperson
	Introduce our people to NAIDOC Week by promoting external events in our local area.	July 2022	RWG Chairperson
	RAP Working Group to participate in an external NAIDOC Week event.	July 2022	RWG Chairperson



Opportunities



WorkCover is committed to providing equal opportunities and promoting reconciliation through enriching the cultural diversity of our workforce. Identifying and delivering meaningful opportunities for Aboriginal and Torres Strait Islander peoples will be achieved through promoting respect and building stronger internal and external relationships. We're committed to improving strategies to recruit, retain and provide development opportunities for Aboriginal and Torres Strait Islander peoples.

Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a strategy for partnerships that look to increase Aboriginal and Torres Strait Islander employment within our organisation.	January 2022	RWG Chairperson
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2021	RWG Chairperson
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2022	Head of Financial Control and Reporting
	Investigate Supply Nation membership.	April 2022	Head of Financial Control and Reporting

Governance



Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Continue to mature the RWG to govern the implementation of our RAP.	May 2022	RAP Champion
	The RWG will continue to meet at least every quarter to manage and monitor the activities and deliverables detailed in this Reflect RAP.	November 2021, March, July, and November 2022	RWG Chairperson
	Continue to apply a Terms of Reference for the RWG.	February 2022	RWG Chairperson
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	December 2021	RWG Chairperson
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	December 2021	RWG Chairperson
	Engage senior leaders in the delivery of RAP commitments.	February 2022	RAP Champion
	Define appropriate systems and capability to track, measure and report on RAP commitments.	April 2022	RWG Chairperson
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022	RWG Chairperson
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2022	RWG Chairperson

Contact Person:

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