



Acknowledgement of Country

We acknowledge the Kurna people as the Traditional Custodians of the land on which we learn, grow, and live. We recognise their continuing connection to this land, its water, and the community. We pay our respects to Kurna Elders past, present, and emerging. We also acknowledge the Traditional Custodians of the other lands on which Novita is present, and we pay our respects to the Elders of those nations.



Message from our President and CEO

Novita is committed to supporting people of all cultures who are living with disability to achieve their independence, education, career, community participation, and life goals.

Our purpose is to support people living with disability to engage in the community to their full potential. We embrace the goals and aspirations of all our clients and support them on their journey to achieve their goals.

Given the different cultural perceptions of disability, we are well placed to extend that support to all communities in managing their health and wellbeing in culturally appropriate ways.

By commencing our journey through our Reflect Reconciliation Action Plan, we are dedicating ourselves to learning, sharing, and actively supporting the wisdom and participation of Aboriginal and Torres Strait Islander peoples in the Novita community.

Novita's Reflect Reconciliation Action Plan will provide a space in our everyday conversations to recognise, build and improve the cultural appropriateness of our organisation. Through this we will develop a better understanding and appreciation of how Novita can drive reconciliation in our sphere of influence.

The entire Novita community – our Board, employees, volunteers, clients, and families – are excited by this long-term commitment to reconciliation and continue to work with Aboriginal and Torres Strait Islander peoples to deliver the best possible outcomes.



Andrew Daniels
President
Novita



Greg Ward
Chief Executive Officer
Novita



About Novita

Novita is one of South Australia's largest and most respected community-based disability service organisations supporting children, young people and adults.

Founded in 1939, Novita supports people living with disability through our four service pillars of Therapy, Accommodation, Community Programs, and Assistive Technology.

We are proud to have recently opened Australia's largest assistive technology and equipment retail experience designed for people who live with disability, as well as people in the aged care sector and those rehabilitating from injury or surgery – the Novitatech store in Hindmarsh South Australia.

Novita's ICARE values are at the centre of our journey as we continue to deliver the best possible outcomes for our clients and their families and carers.

Our services are delivered to more than 5,000 clients by more than 900 employees of which 11 have voluntarily identified as Aboriginal and/or Torres Strait Islander people.

Our employees are highly skilled and are focused on supporting our valued clients by reliably delivering client-centred care and positive customer experiences.

Novita currently operates from more than 35 locations in metropolitan Adelaide, regional South Australia and Broken Hill. As part of our 'Get Local' strategy we have a presence in communities where the needs of people living with disability can be met and accessed through local on the ground services.

Novita's presence in regional South Australia is one of the largest of any South Australian disability provider outside of government provided healthcare.

Message from CEO of Reconciliation Australia

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

Novita joins a network of more than 2,200 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 Novita 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 Novita, 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

Our Reconciliation Action Plan (RAP)

Novita is excited to formalise our Reflect RAP and our commitment to supporting Aboriginal and Torres Strait Islander people. Novita is now in a position to formalise our commitment to developing a Reconciliation Action Plan (RAP).

Novita has proudly engaged Ochre Dawn to assist with the development of our RAP. Ochre Dawn is a 100% Aboriginal owned and managed organisation with extensive experience supporting not-for-profit organisations to deliver on their intentions.

Novita established an employee led Inclusion and Diversity Committee in 2021. The Committee is tasked with informing and recommending diversity and inclusion strategies that strengthen our organisational culture of diversity, inclusion and

belonging across our workforce. Our RAP Working Group has been established as a sub-committee of our Inclusion & Diversity Committee and will report regularly on the progress of the RAP outcomes through this forum, to Novita's senior leadership team and to the workforce.

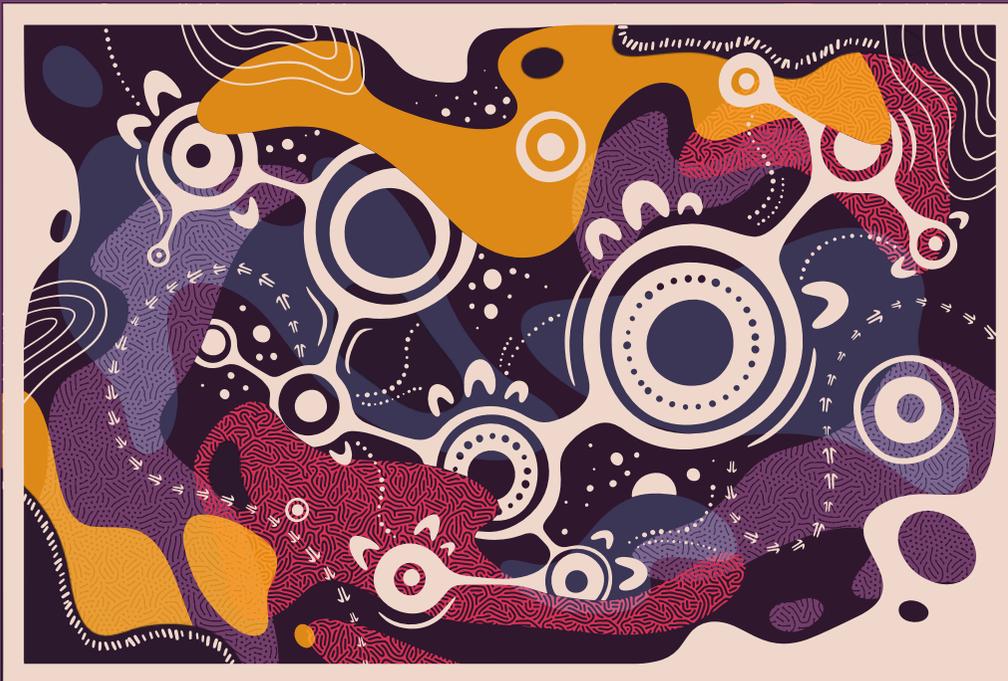
The 'top-down' systems approach in our plan will bring Novita leaders together and provide structure to interdependent activities to increase our knowledge and awareness of the issues and challenges confronting Aboriginal and Torres Strait Islander peoples.

Our long-term aim is to support self-determination and equity in partnership with our employees and clients by implementing practical actions that embody culturally safe policies, practices and environments.

The RAP Working Group has championed the development of Novita's Reflect RAP and has worked closely with Ochre Dawn and Artist Lawson Dodd to deliver a plan that reflects the story of who we are today and what we can achieve in our reconciliation journey.

Andrea Collett
Chief People Officer

About the Artwork and Artist



Artwork by **Lawson Dodd**

This artwork was created by Lawson Dodd (Kurna, Narungga, Ngarrindjeri) and is a representation of the inclusive Novita community (both Indigenous and non-Indigenous) coming together to support each other's health and well-being.

This artwork uses traditional symbology to help tell the story and themes of Novita. The large circular shapes are traditional symbols for a gathering or meeting place. The smaller surrounding arc-like shapes are the people engaging together in the various disability services Novita has to offer.

The layout of these shapes also illustrates that there is no definitive pathway for someone to achieve their goals and no two journeys look alike.

There are many different pathways and possibilities to achieve this and Novita co-navigates unique pathways with each client by exploring a wide range of services across all life stages.

Each colour splash depicts the teams within each Novita service helping to usher and support clients on their own journey. The small arrow like symbols are kangaroo tracks. Here they are used to show the Kurna spirit 'Tarnda' watching over and guiding the clients' spiritual journeys. The white dots also represent a key part of these journeys - the support of loved ones (friends / family).

This painting is just a snapshot of the vast support network within Novita across its many locations.

Our RAP Working Group

Jenny Chan - Clinical Lead Physiotherapy (Co-chair)

Rebecca Milton - Clinical Lead Occupational Therapy (Co-chair)

Margot Coxon - Community Engagement Coordinator

Jennifer Custance - Speech Pathologist

Sophie Whitting - Occupational Therapist

Kate Westley - Team Leader Therapy Services

Andrea Collett - Chief People Officer (RAP Champion)



Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>1 Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<p>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</p>	<p>February 2023</p>	<p>Lead: General Manager Regional Services</p>
	<p>Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p>	<p>November 2023</p>	<p>Support: General Manager Therapy Services General Manager Community Services Regional Team Leaders</p>
<p>2 Build relationships through celebrating National Reconciliation Week (NRW).</p>	<p>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.</p>	<p>March 2023</p>	<p>Lead: General Manager Marketing & Engagement</p> <p>Support: Communications Coordinator</p>
	<p>RAP Working Group members to participate in an external NRW event.</p>	<p>NRW 27 May – 3 June 2023</p>	<p>Lead: Chief People Officer</p>
	<p>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</p>	<p>NRW 27 May – 3 June 2023</p>	<p>Lead: Chief People Officer</p>

Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>3 Promote reconciliation through our sphere of influence.</p>	<p>Communicate our commitment to reconciliation to all staff and clients via Unite, Social media and E-News.</p>	<p>February 2023 May 2023 September 2023 December 2023</p>	<p>Lead: General Manager Marketing & Engagement Communications Coordinator Support: RAP Committee</p>
	<p>Identify external stakeholders that our organisation can engage with on our reconciliation journey</p>	<p>April 2023</p>	<p>Lead: Chief People Officer Support: Chief Operating Officer</p>
	<p>Identify organisations with a RAP and/or other like-minded organisations to approach to collaborate with on our reconciliation journey.</p>	<p>April 2023</p>	<p>Lead: Chief People Officer Support: Communications Coordinator</p>
<p>4 Promote positive race relations through anti-discrimination strategies.</p>	<p>Research best practice and policies in areas of race relations and anti-discrimination.</p>	<p>August 2023</p>	<p>Lead: Chief People Officer Support: RAP Committee</p>
	<p>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</p>	<p>March 2023</p>	<p>Lead: HR Manager</p>

Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>5 Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p>	<p>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.</p>	<p>May 2023</p>	<p>Lead: Chief People Officer Support: RAP Committee</p>
	<p>Conduct a review of cultural learning needs within our organisation and select appropriate training for all staff needs.</p>	<p>July 2023</p>	<p>Lead: Chief People Officer Support: HR Manager RAP Committee</p>
<p>6 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</p>	<p>Develop and visually demonstrate an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.</p>	<p>July 2023</p>	<p>Lead: Chief Executive Officer Support: Chief Operating Officer General Manager Regional Services RAP Committee Chair</p>
	<p>Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country (AoC) and Welcome to Country (WtC). Develop appropriate protocols to be followed during internal and external events as well as electronic signatures and corporate letterheads.</p>	<p>July 2023</p>	<p>Lead: Chief People Officer Support: RAP Committee</p>

Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	2 – 8 July 2023	Lead: General Manager Marketing & Engagement Communications Coordinator Support: RAP Committee
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	Lead: General Manager Marketing & Engagement Communications Coordinator Support: RAP Committee
	RAP Working Group to participate in an external NAIDOC Week event.	2 – 8 July 2023	Lead: Chief People Officer Support: Communications Coordinator

Opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>8 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</p>	<p>Develop a strategy to increase Aboriginal and Torres Strait Islander employment in our organisation including outlining specific attraction and retention initiatives that can be implemented during 2023/24.</p>	<p>November 2023</p>	<p>Lead: Chief People Officer Support: Chief Financial Officer HR Manager</p>
	<p>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</p>	<p>November 2023</p>	<p>Lead: Chief People Officer Support: Chief Operating Officer General Manager Regional Services HR Manager RAP Committee Chair</p>
<p>9 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<p>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</p>	<p>November 2023</p>	<p>Lead: Manager, Logistics & Commercialisation Support: Chief Financial Officer HR Manager</p>
	<p>Investigate Supply Nation membership.</p>	<p>November 2023</p>	<p>Lead: Manager, Logistics & Commercialisation Support: Chief Financial Officer HR Manager</p>

Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	February 2023	Lead: Chief People Officer Support: RAP Committee Chair
	Draft a Terms of Reference for the RWG.	February 2023	Lead: Chief People Officer Support: RAP Committee Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	February 2023	Lead: RAP Committee Chair
11 Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2023	Lead: RAP Committee Chair
	Engage senior leaders in the delivery of RAP commitments.	February 2023	Lead: Chief Executive Officer Support: Chief People Officer
	Appoint a senior leader to champion our RAP internally.	February 2023	Lead: Chief Executive Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2023	Lead: Chief People Officer Support: Senior Manager IT

Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12	Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	June annually	Lead: RAP Committee Chair
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August annually	Lead: RAP Committee Chair
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September annually	Lead: Chief People Officer Support: RAP Committee Chair RAP Committee
13	Continue our reconciliation journey by developing our next RAP.	September 2023	Lead: RAP Committee Chair



CONTACT

Andrea Collett
Chief People Officer
(08) 8243 8307
andrea.collett@novita.org.au

Artwork by Lawson Dodd