



**Forrest Personnel**

Reconciliation Action Plan Nov 2023 - Nov 2024

**REFLECT**





## Acknowledgment of Country

Forrest Personnel acknowledges the traditional owners and custodians of Country throughout Western Australia and acknowledge their continuing connection to land, water and community. We pay our respects to the people, the cultures and the elders past and present.



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## About the Artist



Delphine Schwarze

I am a Yamatji woman. I grew up in a small town called Mullewa, inland of Geraldton. I've been living and raising my children in Dardanup Western Australia for 13 years.

My skin group is Nhanda (Nuninda Watchina Panba). My ancestors camped along the Murchison River from Kalbarri through to Northampton. As a child, we grew up playing in the bush, visiting the many local waterholes, and catching our own food from Kangaroo, Bardi Grubs, Porcupine, Emu, Quondongs, Sweet potato, Yams, and much more.

Over the years, I've learned to use painting as a way to express my creativity. Each painting tells a unique story, a yarn. I hope that you feel the peace that I felt while creating this.

My paintings capture the values dearest to my heart- family, love, nature, community, and connection. As an Indigenous artist, my paintings are a reflection of my cultural heritage and deep connection with the land. Through art, I hope to share my experiences, knowledge, and wisdom with others, and to preserve and celebrate the richness and diversity of Indigenous culture.

## Communities Connecting

This painting is a powerful expression of Indigenous culture and values. It speaks to the need for reconciliation and understanding, and highlights the importance of community, storytelling, and connection to the land. It shows how people can come together to create a better future for all, by honouring the traditions of the past and working towards a more sustainable and harmonious future.

The yarning circles represent people congregating at each meeting place, yarning, and sharing stories. This is an important aspect

of Indigenous culture as storytelling is a way of passing on knowledge, wisdom, and cultural practices from one generation to the next. It also helps to build relationships and foster a sense of community.

The landscape depicts the Bunbury Region, highlighting the waterways. The water ways were once a huge source to our ancestors, it was a place to rest, to live, hunt for tucker, gather around the campfire and mostly to always nurture our connection with the mob.







# VISION

At Forrest Personnel we create possibilities through employment.



# PURPOSE

**We empower people** through meaningful employment and support services, enabling independence and fostering resilience and potential.

**We immerse ourselves** in local communities, building strong relationships with employer partners and creating success for our participants.



# VALUES

**Person-centred**  
We recognise and respect individuality and uniqueness.

**Inclusive**  
Our culture and workplaces ensure opportunities for everyone to flourish.

**Empowering**  
We focus on a person's strengths and enable them to build their own future.

**Integrity**  
We are authentic, honest, transparent and committed to doing the right thing.



## Our Organisation

Forrest Personnel is Western Australia's leading community employment specialist, supporting and empowering people with disability, injury and illness to find meaningful, suitable and sustainable employment.

Located across WA's South West, Great Southern, Wheatbelt, Goldfields-Esperance regions, as well as metro areas, Forrest Personnel has been changing Western Australian lives for more than 35 years, immersing ourselves in our local communities, building strong relationships with employer partners and creating success for our Participants.

With offices serving WA communities Forrest Personnel offers Disability Employment Services, NDIS Supports, Commercial Labour Hire and Psychosocial Services. We embrace individuality and recognise that every person is unique. We immerse ourselves in our local communities, working with local employers to understand their recruitment needs and

employee requirements so we can provide them with a candidate or participant who will fit their workplace. We also provide regular support to our employer partners to ensure a positive workplace environment can be facilitated for our participants and candidates.

Forrest Personnel is a values based organisation that is committed to being both an employer and provider of choice. We believe key to this is our Organisational Culture, on which we have a specific and targeted focus that facilitates the recruitment and retention of dedicated and loyal staff who deliver quality services and maintain best practice.







# Message from Reconciliation Australia



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

Forrest Personnel joins a network of more than 2,500 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 Forrest Personnel 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 Forrest Personnel, 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 RAP

Forrest Personnel's Reconciliation Action Plan (RAP) demonstrates our commitment to advancing reconciliation and advocating positive relationships with First Nations Peoples. Our RAP will inform how we can best provide authentic and inclusive services to our First Nations participants, candidates and communities we serve in a culturally respectful way.

Forrest Personnel respectfully acknowledges the diversity of First Nation peoples across Western Australia. Throughout our RAP we will use the terminology 'First Nations' to refer to and recognise the hundreds of Aboriginal and Torres Strait Islander groups who are the traditional custodians of this nation. We respect the cultural, spiritual, linguistic and geographic diversity between First Nations groups and their individual preferences.

Forrest Personnel recognise that being authentic to our values person centred; empowering; inclusive; and integrity

necessitates a RAP that assists us to recognise the unique challenges that our First Nations participants, candidates, employees and employer partners face. Our vision for reconciliation is to deliver on a RAP that fosters equality, appreciates diversity and builds capacity in a respectful way.

Our Strategic Intent outlines our commitment to 'Strengthen Our Connections in our Communities' and deliver on our Purpose of 'Immersing ourselves in our communities'. The actions and deliverables of our RAP will facilitate real engagement and deepen ties with the First Nations participants and communities we serve.

Forrest Personnel believes in working collaboratively to 'Close the Gap' and improve outcomes for First Nations peoples by way of tangible results. We promote the recognition of shared social and community responsibility through tailored employment and sustainable partnerships.







This 'Reflect' RAP is the first step on our reconciliation journey and lays the foundations for our ongoing commitment to advancing reconciliation within our sphere of influence. We acknowledge all First Nations peoples and their enduring connection to the lands on which Forrest Personnel conducts operations across Western Australia:

- In the Bunbury, Busselton and Margaret River areas, we acknowledge the Wardandi people, who have cared for this diverse and vibrant region.
- In Esperance, we acknowledge the Wudjari people and their deep spiritual connection to the pristine shores and white sands.
- In Kalgoorlie, we extend our respect to the Wangkathaa people, who have sustained their heritage in this arid landscape of sweeping plains and spinifex fields.
- Albany, known for its stunning coastline and forests, is home to the Minang people, and we honour their connection to this land and waters.
- Collie is situated on the ancestral lands of the Kaniyang people, and we pay our respects to their cultural heritage and their guardianship of river valleys and blue lakes.
- The lands around Rockingham and Kwinana are the traditional lands of the Wajuk people, and we recognize their ongoing connection to this diverse coastal environment.
- In Narrogin, we acknowledge the Wiilman people and their deep connection to the heart of the Wheatbelt.
- In the Manjimup and Bridgetown areas, we pay our respects to the Bibbulman people, who have nurtured this lush and fertile land.



## Forrest Personnel Service Delivery map







## Partnerships

Forrest Personnel is committed to developing partnerships and relationships with Aboriginal and Torres Strait Islander Corporations across WA. We aim to build relationships that can further our commitment to reconciliation and assist us to be culturally diverse in a meaningful and sustainable way.

We are actively engaging in developing relationships with Aboriginal and Torres Strait Island Corporations with an aim to increase Employer Engagement and Partnerships to support our DES, NDIS and Labour Hire services.

The development of our Reconciliation Action Plan demonstrates our understanding of and commitment to reconciliation to potential employer partners, participants, candidates and the communities we serve. It is a public statement of our dedication to providing services with integrity in an authentic and inclusive way.

## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	● Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Feb 2024	Lead: Executive Officer Org Culture Support: Senior Managers
	● Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2024	Lead: Executive Officer Org Culture Support: Senior Managers
	● Reach out to Aboriginal and Torres Strait Island organisations and communities with whom we are engaged and strengthen those relationships.	July 2024	Lead: Stakeholder Engagement Officer Support: Executive Officer Org Culture & Senior Managers
	● Develop new key relationships with Aboriginal and Torres Strait Island organisations, communities and people	July 2024	Lead: Executive Officer Org Culture Support: Stakeholder Engagement Officer & Senior Managers







## Relationships cont'd

Action	Deliverable	Timeline	Responsibility
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	● Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Lead: Executive Officer Org Culture
	● RAP Working Group members to participate in an external NRW event.	27 May - 3 June, 2024	Lead: Executive Officer Org Culture
	● Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June, 2024	Lead: Executive Officer Org Culture Support: Leadership Team
	● Host an event that recognises NRW	27 May - 3 June, 2024	Lead: Executive Officer Org Culture Support: Office Support Team

## Relationships cont'd

Action	Deliverable	Timeline	Responsibility
<b>3. Promote reconciliation through our sphere of influence.</b>	● Communicate our commitment to reconciliation to all staff.	Nov 2023	Lead: CEO Support: Executive Officer Org Culture
	● Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Jan 2024	Lead: Stakeholder Engagement Officer Support: Executive Officer Org Culture; Leadership Team & Senior Managers
	● Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Feb 2024	Lead: Stakeholder Engagement Officer Support: Executive Officer Org Culture, Leadership Team & Senior Managers
	● Include Reconciliation and Forrest Personnel's RAP in our New Employee Orientation/Induction program.	Jan 2024	Lead: Executive Officer Org Culture Support: POD Team







## Relationships cont'd

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-Discrimination strategies.	● Research best practice and policies in areas of race relations and anti-discrimination.	Feb 2024	Lead: People & Development Team Support: Company Secretary
	● Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Feb 2024	Lead: People & Development Team Support: Company Secretary
	● Include Cultural Awareness and Diversity as a requirement in all our Position Descriptions/Recruitment processes.	Jan 2024	Lead: People & Development Team

## 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.	● Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Feb 2024	Lead: Executive Officer Org Culture
	● Conduct a review of cultural learning needs within our organisation.	Dec 2023	Lead: Executive Officer Org Culture Support: POD Team
	● Professional Cultural Development and Knowledge Sharing session to occur annually at Team Forrest Days.	March 2024 July 2024 Nov 2024	Lead: Executive Officer Org Culture
	● Explore the development of a Cultural Safety and Cultural Awareness learning module to be disseminated through our Learning Management System ELMO	Feb 2024	Lead: Executive Officer Org Culture Support: POD Team







**Respect cont'd**

Action	Deliverable	Timeline	Responsibility
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	● Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisations operational area.	Feb 2024	Lead: Executive Officer Org Culture Support: POD Team
	● Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols.	March 2024	Lead: Executive Officer Org Culture Support: POD Team
	● Acknowledgment of Country to occur at the commencement of all key organisation meetings.	Dec 2023	Lead: Leadership Team Support: Senior Managers
	● Acknowledgment of Country to be clearly displayed on the home page of Forrest Personnel website.	Dec 2023	Lead: Marketing Team



**Respect cont'd**

Action	Deliverable	Timeline	Responsibility
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	● Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	Lead: Executive Officer Org Culture
	● Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Lead: Executive Officer Org Culture Support: Marketing Team
	● RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	Lead: Executive Officer Org Culture
	● Aboriginal and Torres Strait Islander language greeting to be used during NAIDOC week in person, email salutations and over the phone.	First week in July 2024	Lead: Office Support Team
	● Acknowledge, promote and champion NAIDOC Week events through Forrest Personnel social media platforms.	March 2024	Lead: Executive Officer Org Culture Support: Marketing Team





## Respect cont'd

Action	Deliverable	Timeline	Responsibility
<b>8. Create a culturally safe and welcoming environment.</b>	<ul style="list-style-type: none"> <li>Consult with Aboriginal and Torres Strait Islander stakeholders to explore what a welcoming and culturally safe workplace looks like.</li> </ul>	June 2024	Lead: Executive Officer Org Culture Support: Stakeholder Engagement Officer
	<ul style="list-style-type: none"> <li>Display our Acknowledgment of Country and the original Indigenous artwork used in our RAP (or prints thereof) in Reception at every Forrest Personnel site.</li> </ul>	June 2024	Lead: Executive Officer Org Culture Support: Office Support Team
	<ul style="list-style-type: none"> <li>Develop a Reasonable Adjustment Policy that includes options for that allow Aboriginal and Torres Strait Island Peoples to be engaged in and attend cultural days and events.</li> </ul>	First week in July 2024	Lead: People & Development Team Support: Company Secretary



## Opportunities

Action	Deliverable	Timeline	Responsibility
<b>9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	<ul style="list-style-type: none"> <li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li> </ul>	May 2024	Lead: Executive Officer Org Culture Support: People & Development Team
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.</li> </ul>	July 2024	Lead: Executive Officer Org Culture Support: People & Development Team
	<ul style="list-style-type: none"> <li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li> </ul>	July 2024	Lead: Executive Officer Org Culture Support: CFO
<b>10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	<ul style="list-style-type: none"> <li>Investigate Supply Nations membership.</li> </ul>	July 2024	Lead: Executive Officer Org Culture Support: CFO





## Governance

Action	Deliverable	Timeline	Responsibility
<b>11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	● Maintain a RWG to govern RAP implementation.	Nov 2023	Lead: Executive Officer Org Culture
	● Ensure RWG works within the approved Terms of Reference .	Nov 2023	Lead: Executive Officer Org Culture
	● Maintain Aboriginal and Torres Strait Islander representation on the RWG	Nov 2023	Lead: Executive Officer Org Culture
<b>12. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	● Define resource needs for RAP implementation.	Dec 2023	Lead: Executive Officer Org Culture
	● Engage senior leaders in the delivery of RAP commitments.	Dec 2023	Lead: Leadership Team
	● Appoint a senior leader to champion our RAP internally.	Nov 2023	Lead: CEO
	● Define appropriate systems and capability to track, measure and report on RAP commitments.	Dec 2023	Lead: CEO Support: Executive Officer Org Culture



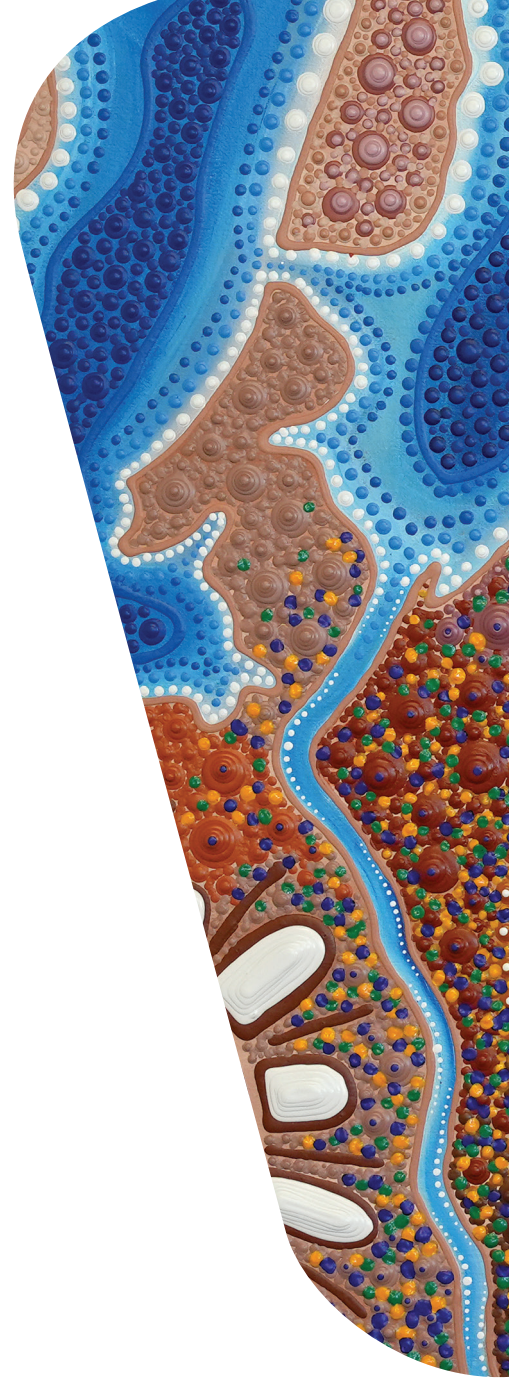
## Governance cont'd

Action	Deliverable	Timeline	Responsibility
<b>13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	● Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	Lead: Executive Officer Org Culture
	● Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Lead: Executive Officer Org Culture
	● Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sept annually	Lead: CEO Support: Executive Officer Org Culture
<b>14. Continue our reconciliation journey by developing our next RAP.</b>	● Register via Reconciliation Australia's website to begin developing our next RAP.	Aug 2024	Lead: Executive Officer Org Culture

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