

**Advanced Personnel Management (APM)
Reconciliation Action Plan for the Year 2011 / 2012**



Reconciliation
A U S T R A L I A
RECONCILIATION ACTION PLANS



ADVANCED PERSONNEL MANAGEMENT



Our vision for reconciliation

APM's vision for reconciliation is to create positive and lasting changes in the life circumstances of Aboriginal and Torres Strait Islander peoples by enhancing our impact on employment, social and health outcomes of our Aboriginal and Torres Strait Islander clients, employees, their families and the communities in which we serve.

APM aims to do this by:

- Developing mutually beneficial relationships with local Aboriginal and Torres Strait Islander communities, organisations and people
- Creating an organisational environment where staff can develop a strong understanding and appreciation of the histories, cultures and issues affecting Aboriginal and Torres Strait Islander peoples in Australia today
- Sharing our extensive knowledge and experience in delivering high quality employment, assessment and vocational rehabilitation services
- Reflecting the representation of Aboriginal and Torres Strait Islander in the community to that in our workforce

Our business

APM is an Australian owned company delivering services in all Australian states and territories. Our core business is to provide assessment, vocational rehabilitation and employment services assistance for disadvantaged job seekers and those with an injury, disability or health condition in order to optimise their social and or economic participation in the community.

APM is the largest private sector provider of Australian Government funded Job Capacity Assessments, Job Capacity Account Services and Disability Employment Services.

APM has a workforce of over 800 employees and assists clients from more than 480 locations. Our service reach extends from all capital cities to some of the most remote locations in Australia, including the Burringurrah Community in the Gascoyne and Charleville (approximately 12 hours West of Brisbane). APM works with 80,000 customers annually, addressing the broad spectrum of customer and community barriers; social, physical, psychological, geographic, cultural and personal to move them into employment. APM currently employs eight Aboriginal and Torres Strait Islander people, one of whom is employed in a senior position.

Our Reconciliation Action Plan

In July 2010 APM committed to developing its first RAP. APM invited and asked staff across the organisation to participate and form a RAP Working Group. A RAP working group was established with a membership of 18 staff. The group represented all service delivery divisions, staff from all levels of the organisation and included two Aboriginal and Torres Strait Islander staff members. We sought feedback from external stakeholders including South West Land Council, Aboriginal Economic Development Officer from Mid West Development Commission, Kurongkurl Katitjin Centre for Indigenous Australian Education and Research at Edith Cowan University. The RAP working group held three internal workshops to encourage discussion. APM remained in regular contact with Reconciliation Australia throughout the process of this development. This RAP is based around annual targets with some longer term actions extending out to 2013.



Relationships

APM are committing to achieving the best possible outcomes for our clients and staff across our regional and metropolitan locations in Australia. We recognise that building strong relationships and working collaboratively with Aboriginal and Torres Strait Islander peoples, communities, organizations and programs will enhance our service delivery and outcomes for our Aboriginal and Torres Strait Islander clients and staff.



Focus area:

Build relationships with professional, social and cultural networks and share expertise and information

Action	Responsibility	Timeline	Measurable Target
<p>Establish an effective RAP Working Group to assist in the implementation, monitoring, and reviewing of the RAP.</p> <p>Regular advice and feedback sought from Aboriginal and Torres Strait Islander people and business on the implementation and evaluation of APM's RAP.</p>	Senior Project Officer	Half yearly	<ul style="list-style-type: none"> RAP Working Group members identified and include Aboriginal and Torres Strait Islander and non Indigenous staff and stakeholders, Senior Management, Business Unit Managers Four RAP Working Group meetings to be held each year
Identify Traditional Owners and Elders, key national, state and local Indigenous bodies, organisations and programs with which APM could work collaboratively with for each state, service line and business unit	Business Unit Managers	May 2012	<ul style="list-style-type: none"> Database of contacts developed
Build respectful relationships with APM's local Aboriginal and Torres Strait Islander communities	Site Managers	May 2012	<ul style="list-style-type: none"> Staff to attend cultural and reconciliation events Staff to visit Aboriginal and Torres Strait Islander communities Invite Traditional Owners or Elders to speak about local history and culture for the area at least 2 staff training days or functions Accept invitations from Aboriginal and Torres Strait Islander people, organizations and communities to attend events
Create opportunities for employees to share information, knowledge and resources	Business Unit Managers Site Managers	May 2012 and then annually	<ul style="list-style-type: none"> Information sharing session where staff exemplifying best practice consultation share strategies on how to best work with Aboriginal and Torres Strait Islander clients





Respect

Understanding and respecting Aboriginal and Torres Strait Islander cultures, histories and heritage is vital to ensuring APM offers culturally appropriate services and support to Aboriginal and Torres Strait Islander clients and staff. Our increased understanding will help us to build respectful and lasting relationships and delivering the best possible service in the local communities in which we live and work.

Focus area:

To create a workplace and deliver services that respect and value the histories, cultures, perspectives and contributions of Aboriginal and Torres Strait Islander peoples.

Action	Responsibility	Timeline	Measurable Target
Deliver cultural awareness training to staff.	Learning and Development Coordinator	May 2013	<ul style="list-style-type: none"> 70% of staff undertake cultural awareness training
Cultural awareness training to be incorporated into induction training	Business Unit Managers	May 2012	<ul style="list-style-type: none"> 100% of new staff to undertake cultural awareness training as part of their induction
Seek advice from Aboriginal and Torres Strait Islander peoples on how to best work with people and communities for each service line. Provide fact sheet and training to staff on this advice.	Business Unit Managers	May 2012	<ul style="list-style-type: none"> Business Unit Managers consult with Aboriginal and Torres Strait Islander peoples and communities to gain feedback and input on services. Feedback and input communicated to staff via fact sheet and training session.
Recognise cultural days of significance, such as National Reconciliation and NAIDOC Weeks, and celebrate these in the workplace.	Senior Project Officer	May 2011 July 2011	<ul style="list-style-type: none"> Distribute a calendar of Aboriginal and Torres Strait Islander events and celebrations Promote cultural days of significance on Daily Update
Encourage staff to attend local events of Aboriginal and Torres Strait Islander culture, celebration or training	Site managers	December 2011	<ul style="list-style-type: none"> All regions to attend at least two events of Aboriginal and Torres Strait Islander culture, celebration or training per year
Invite Traditional Owners to perform Welcome to Country at key meetings and major functions	General manager and Business Unit Managers	December 2011	<ul style="list-style-type: none"> Welcome to Country performed at key meetings and major functions Number of times Traditional Owners performed Welcome to Country reported annually
Develop and implement protocols for recognition of Traditional Owners including a sign respectfully acknowledging Traditional Custodians in reception.	Senior Project Officer	December 2011	<ul style="list-style-type: none"> Recognition of Traditional Owners protocol developed and implemented. Sign Acknowledging the Traditional Custodians placed in reception of APM Perth Office with approval of the Traditional Owners.
Develop a cultural leave policy	HR Manager	May 2012	<ul style="list-style-type: none"> Cultural leave policy developed



Opportunities

APM strongly believe creating opportunities for Aboriginal and Torres Strait Islander peoples, particularly employment opportunities is in the best interest of our clients, staff and communities and therefore our business. As an employment services and vocational rehabilitation provider, we believe in a “work first” approach.



Indigenous Engagement Strategy

Action	Responsibility	Timeline	Measurable Target
Development and Implementation of APM's Indigenous Employment Strategy to recruit, retain and develop Aboriginal and Torres Strait Islander staff including: setting Indigenous employment and retention targets	Human Resource Manager and Business Owners	May 2012	<ul style="list-style-type: none"> Indigenous Engagement Strategy developed and implemented. Performance measured against employment and retention targets. 2% of workforce are Aboriginal or Torres Strait Islander
Become a member of the Australian Employment Covenant (AEC)	CEO	May 2011	<ul style="list-style-type: none"> APM a member of AEC

Creating Employment Opportunities

Develop an APM Indigenous Graduate and Traineeships Program	Human Resource Manager	May 2012	<ul style="list-style-type: none"> Indigenous Graduate and Traineeships Program developed. 1 Indigenous traineeship commenced
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Retention and Development

Develop external and internal mentoring programs to assist Aboriginal and Torres Strait Islander staff achieve and succeed in their employment, training and career development	Senior Project Officer	May 2012	<ul style="list-style-type: none"> Mentoring program established internally and externally
Encourage and support Aboriginal and Torres Strait Islander staff to participate in relevant training and development opportunities and secondments and transfers	Managers	May 2012	<ul style="list-style-type: none"> Present all Aboriginal and Torres Strait Islander staff with appropriate and relevant development opportunities Report on incidence of career advancement of Indigenous staff annually

Engaging Aboriginal and Torres Strait Islander business

Become a member of the Australian Indigenous Minority Supply Council (AIMSC)	CEO	May 2012	<ul style="list-style-type: none"> APM a member of AIMSC
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Tracking progress and reporting

Action	Responsibility	Timeline	Measurable Target
Monitor progress of RAP	RAP Working Group	May 2012	<ul style="list-style-type: none"> RAP Working Group monitor RAP and consider and amend measurable targets annually in consultation with Reconciliation Australia
Report on RAP progress to ensure targets are on track	Business Unit Managers HR Manager Executive (or General Manager)	Quarterly from implementation	<ul style="list-style-type: none"> Business Unit Managers and HR Manager report quarterly to Executive meetings against measurable targets for which their service line is responsible.
APM will publicly report on and refresh RAP annually	RAP Working Group	May 2012	<ul style="list-style-type: none"> Report on progress annually and provide RAP report and refreshed RAP to Reconciliation Australia for registration on theirs and APM's websites.

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