



Reflect

Reconciliation Action Plan

December 2023 – December 2024



Artwork story


Greg Muir is an award-winning Yorta Yorta artist who has cerebral palsy.

Greg began painting more than 50 years ago through participation at an art class with Scope. He has been widely recognised for his prolific body of work celebrating the traditional owners of Australia's lands and examining his intersectional identity as a First Nations person with a disability.

He has exhibited his work in several collections at Melbourne-based and regional galleries and won the Supreme Court of Victoria's Inspire Award in 2017. Greg has also supported and promoted the Bunjilaka Aboriginal Cultural Centre at Melbourne Museum and the Aboriginal Heritage Trust at Federation Square.

Scope commissioned Greg to create the artwork for our *Reflect* RAP. Greg's piece, titled 'Into Freedom' explores themes of dreaming, belonging and thriving. Greg's artwork reflects his own intersection of identity as a First Nations man with a disability. The artwork explores shared themes of institutionalisation, isolation, marginalisation and oppression faced by First Nations people and people with disabilities alike, and the journey towards greater inclusion, equality and opportunity in Australia.



A man with a joyful expression is painting outdoors. He wears a grey beret and a white long-sleeved shirt covered in paint splatters. He is seated in a wheelchair, holding a paintbrush in his right hand and a palette in his left. The background is a lush green park with trees and a fence. A white abstract line graphic is in the top left corner.

***“I felt I was in the painting;
this is my life. I came out
of institutions and into my
own home, that’s why it’s
nice and colourful. I used to
play wheelchair football too.
Things are so different now.”***

Acknowledgement of Country

Scope acknowledges Aboriginal and Torres Strait Islander people of this nation.

We acknowledge the Traditional Custodians of the lands on which our organisation and services are located and where we conduct our business. We pay our respects to ancestors and Elders past and present. Scope is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



CEO and Chair message



On behalf of our Executive Team and the Board of Directors, it gives us great pleasure to present Scope's inaugural Reconciliation Action Plan (RAP).

The Reflect RAP is the first step in our journey and long-term commitment to reconciliation.

For 75 years, Scope has delivered leading support to people with disabilities of all backgrounds and cultures. Recognising and learning from the knowledge and First Nations people is crucial, and we respect the enormous strength and resilience they have demonstrated. We are unequivocally committed to ensuring Aboriginal and Torres Strait Islander people with disabilities feel safe, welcome, and confident to access our services.

Celebrating and empowering First Nations employees and people with disabilities to belong, thrive and to live their dreams is central to Scope's vision. Our Reflect RAP amplifies this vision and enables us to create culturally responsive disability supports to help our clients live the lives they chose for themselves.

Together with Reconciliation Australia, Scope will take action to review our systems, educate our people, improve our cultural awareness, improve our supports for First Nations employees and clients and ultimately become a more inclusive organisation. We are committed to educating our people about the urgent need for an Indigenous Voice to Parliament,

Truth and Treaty. Scope is also eager to build on the relationships we have with Aboriginal and Torres Strait Islander people and develop stronger connections to the communities in the areas we service.

Scope is determined to achieve the goals outlined in our Reflect RAP to drive meaningful, progressive, and culturally appropriate change for our employees and the people we support. We look forward to the next steps in our journey towards reconciliation, and to collaborating with First Nations people towards a more inclusive and brighter future.



Professor Sanchia Aranda AM, PhD, MN, GAICD
Chair



Kate MacRae
Chief Executive Officer



CEO statement

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

Scope Australia 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 Scope Australia 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 Scope Australia, 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 vision statement

Scope's vision is to ensure our clients and employees are empowered to live their dreams.

We influence and push boundaries delivering positive change for people with disability. Our vision for reconciliation is to ensure that Aboriginal and Torres Strait Islander people have the same life opportunities, choices, and dreams as other Australians. We envision a nation where the voices of First Nations people with disabilities are amplified and celebrated.

By recognising the intersections between culture and disability, we will learn from, respect, and advocate for First Nations people and communities.

Scope acknowledges that reconciliation is an ongoing journey and one that must underpin our actions as one of Australia's leading disability service providers. Scope commits to making reconciliation a long-lasting priority in our organisation, our community and in our broader spheres of influence. Together with First Nations people, we support the urgent need for Voice, Treaty and Truth.



About Scope

Scope was founded 75 years ago, by families who wanted better support for their children with cerebral palsy.

Scope is one of the largest not-for-profit disability service providers in Australia, supporting thousands of people with complex intellectual, physical, and multiple disabilities. We employ 7,135 people and operate across Victoria and New South Wales through more than 425 service locations.

Our purpose is to create meaningful opportunities for people with disability to belong and thrive. We are driven by our values which are integrated into the fabric of everything we do; we celebrate people, we act bravely, and we excel together.

We offer a wide range of supports and services, to enable people of all ages to achieve their goals. We are a registered NDIS provider and have supported people to successfully move to the new scheme since its inception in 2013.

Some of our key services include Supported Independent Living, Therapy, Early Childhood Intervention, Disability Employment Services, Packaging Solutions, Short Term Accommodation, Communication and Inclusion Resource Centre and Social Connections programs.

Scope services are provided and maintained at a high level through ongoing evaluation and continuous improvement. We adhere to government standards and have achieved accreditation under the NDIS Quality and Safeguarding Framework.

We work within this framework when planning, delivering, and evaluating our services for people with disability.

Along with delivering high-quality services for people with disability, Scope's been active in research for more than 30 years and this helps us deliver positive outcomes. We've also led the way in working with organisations to remove barriers to social inclusion through our pioneering work in Communication Access.

Scope is a member-based organisation, and our governance is framed within our Constitution, in line with current good corporate practice across all Scope Group entities.

We've enshrined the voice of our customers within our governance through the establishment of the Scope Customer Experience and Outcomes Board Committee, Customer Reference Groups, and a Customer Insights Committee. This ensures independent and direct advice to Scope Group.



**Our purpose is to create
meaningful opportunities
for people with disability
to belong and thrive**

Our Values



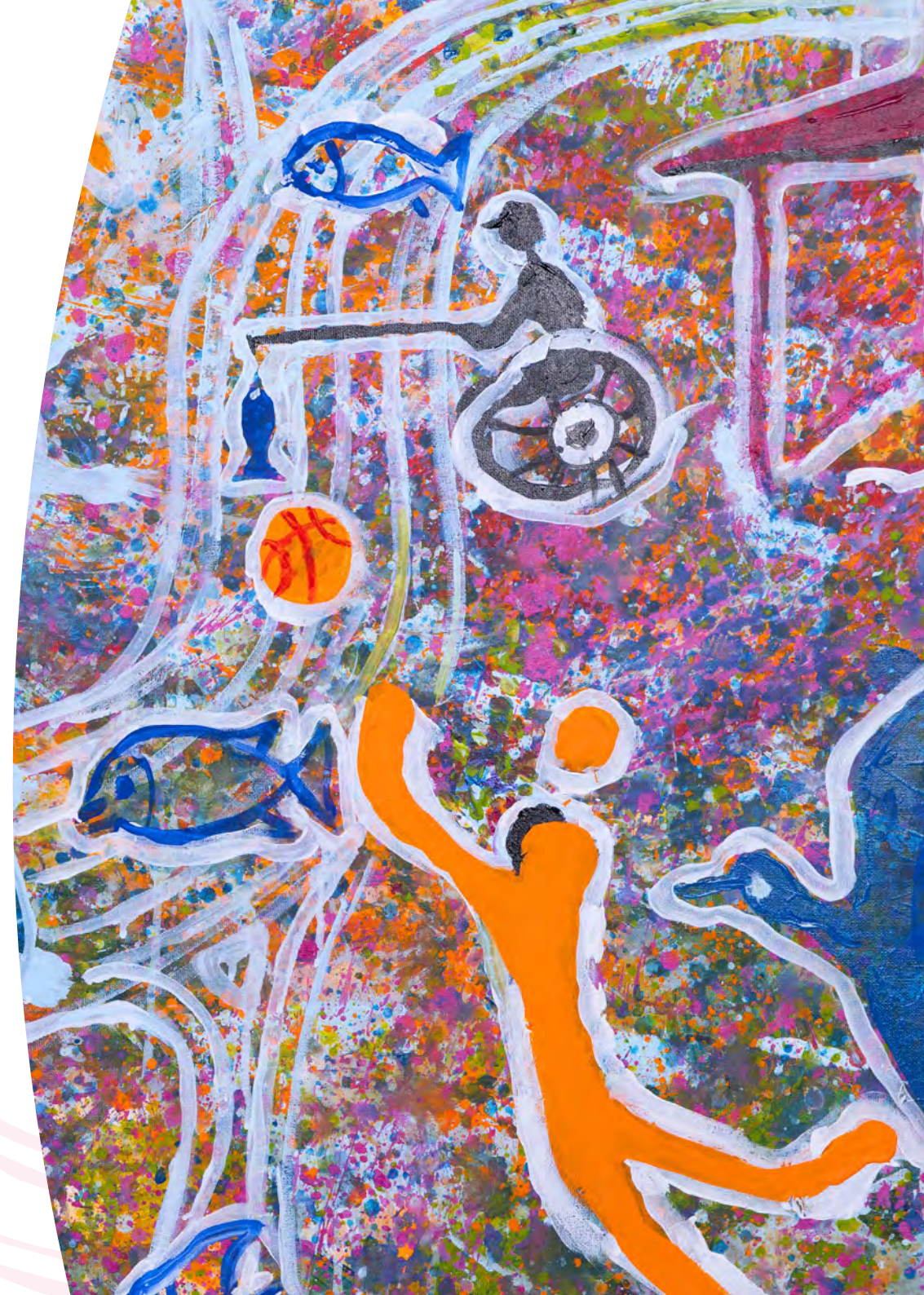
**We celebrate
people**



**We excel
together**



**We act
bravely**





Our RAP

Scope is deeply committed to creating an inclusive and equitable society for First Nations peoples, aligning with our vision to empower our clients and employees to thrive and live their dreams.

To uphold this commitment, Scope is dedicated to developing a comprehensive RAP that outlines our path towards reconciliation. The actions within our Reflect RAP are guided by Reconciliation Australia's framework and principles. Our Reflect RAP therefore focusses on the following areas:

1. Building Relationships: We will build internal and external relationships, raise awareness about our RAP and reconciliation, and gain a deeper understanding of our Aboriginal and Torres Strait Islander employees and clients.

2. Respect: We will promote internal cultural competency, educate our employees to better understand and respond to the needs of Aboriginal and Torres Strait Islander clients, individuals and communities.

3. Opportunities: We will explore avenues to create more business and employment opportunities for Aboriginal and Torres Strait Islander peoples, both through direct employment and our supplier networks.

4. Governance: We are committed to transparency in our implementation and providing measurable and tangible outcomes by tracking, monitoring and reporting our RAP progress.

To enable this commitment, we established a dedicated RAP Steering Committee and Working Group. There is cross-functional representation on these groups from across the organisation. The Working Group membership includes representatives of First Nations heritage. There are 7 people in the working group:

- Jason Davis – Manager, East Metro
- Bernie Goulding – Head of Health, Safety, and Wellbeing
- Derani Kronk – Senior Manager, Eastern Metro Region
- Cassandra Tassios – Media, Communications and PR Advisor

- Berlinda Patterson – Lifestyle Mentor, Community Home and Living
- Michelle Paterson – Group Manager Brand, Marketing and Communications
- Sam Griffiths – Business Partner, People and Culture
- Romina Allen – Safety and Wellbeing Manager

The role of the Steering Committee is to oversee and guide the development of the plan, maintaining agreed scope, outcomes and benefits, establish and maintain the working group, and report progress to our Board and Executive. The Steering Committee also provides endorsement of recommendations related to the project scope, timelines and resources.

The role of the Working Group is to scope the actions, provide recommendations for resources, identify risks and issues and recommend appropriate mitigations, and implement the allocated actions.

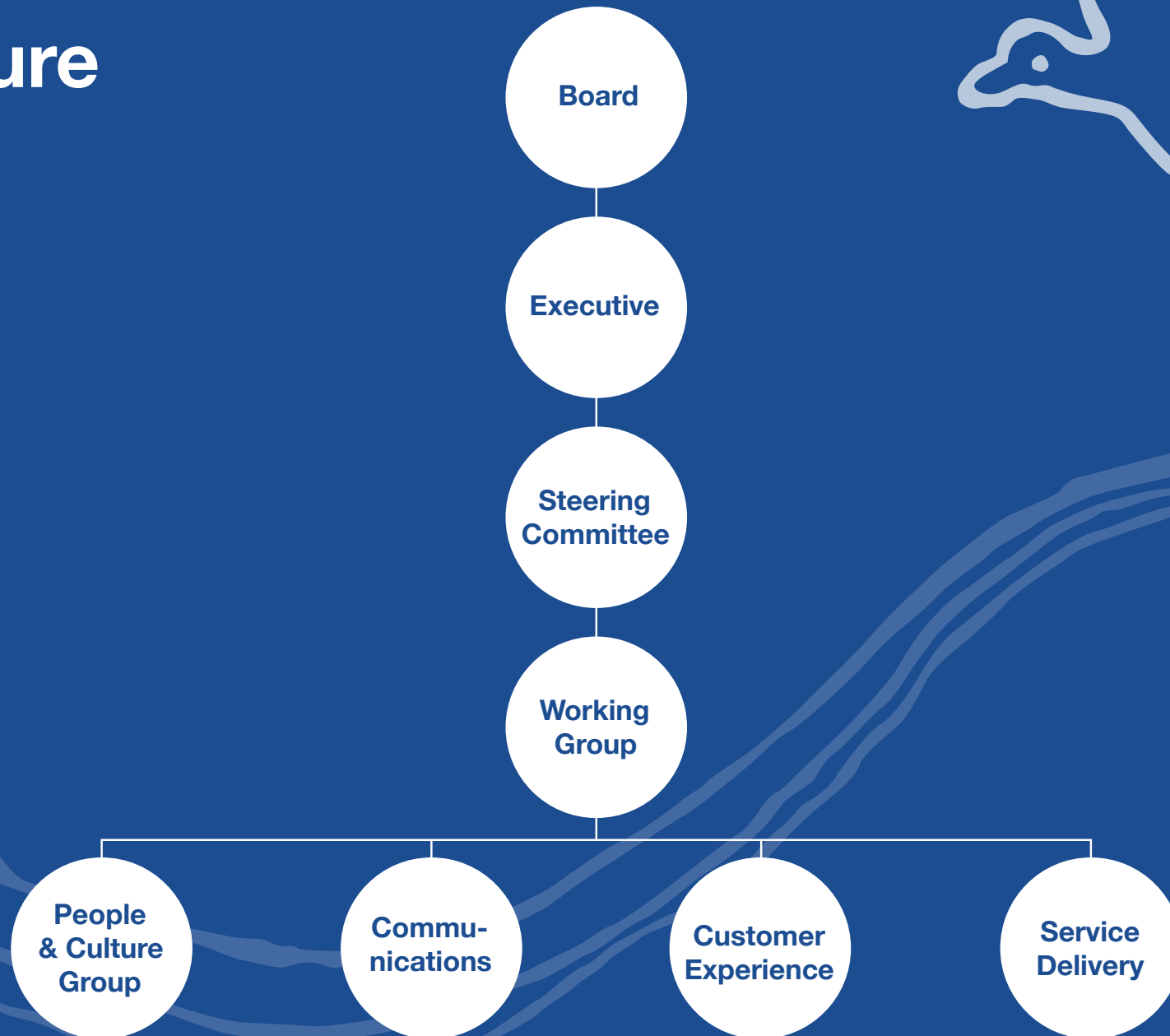
In addition, Scope's Board has allocated two representatives to support the implementation of the RAP Reflect work and beyond. This Board level representation demonstrates Scope's ongoing commitment at a leadership level to reconciliation. Board representatives are:

- Dr Nadine White, Director
- Anne Howells, Independent Committee Member

Scope remains steadfast in making reconciliation an enduring priority within our organisation, community, and broader spheres of influence. Together with First Nations people, we are committed to walking this ongoing reconciliation journey as one of Australia's leading disability service providers, working hand in hand with First Nations communities to create positive change and foster a more inclusive society.



Our governance structure



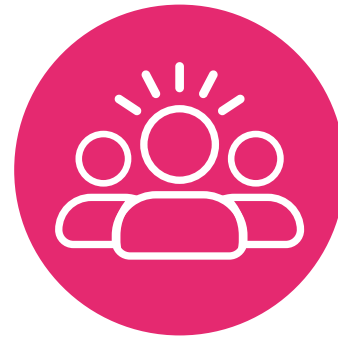
Our commitments



Relationships



Respect



Opportunities



Governance



Relationships



Action	Deliverable	Responsibility	Timeline
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1 Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Bernie Goulding Head of Health, Safety, and Wellbeing	December 2023
	1.2 Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Bernie Goulding Head of Health, Safety, and Wellbeing	December 2023
Build relationships through celebrating National Reconciliation Week (NRW).	2.1 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Michelle Paterson Group Manager Brand, Marketing and Communications	20 May 2024 – 3 June 2024
	2.2 RAP Working Group members to participate in an external NRW event.	Michelle Paterson Group Manager Brand, Marketing and Communications	April 2024
	2.3 Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	Michelle Paterson Group Manager Brand, Marketing and Communications	April 2024
Promote reconciliation through our sphere of influence.	3.1 Communicate our commitment to reconciliation to all staff.	Michelle Paterson Group Manager Brand, Marketing and Communications	September 2023
	3.2 Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Michelle Paterson Group Manager Brand, Marketing and Communications	February 2024
	3.3 Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Michelle Paterson Group Manager Brand, Marketing and Communications	February 2024



Action	Deliverable	Responsibility	Timeline
Promote positive race relations through anti-discrimination strategies.	4.1 Research best practice and policies in areas of race relations and anti-discrimination.	Bernie Goulding Head of Health, Safety, and Wellbeing	June 2024
	4.2 Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Bernie Goulding Head of Health, Safety, and Wellbeing	June 2024

Respect

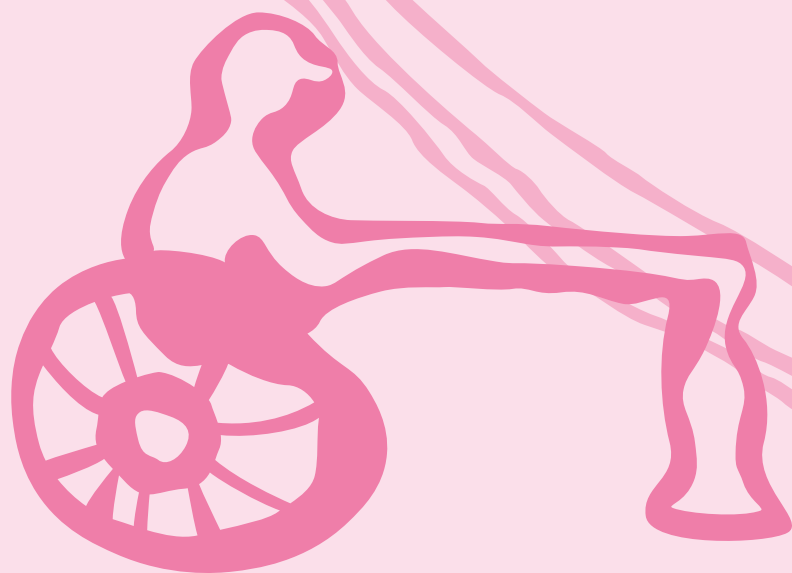


Action	Deliverable	Responsibility	Timeline
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1 Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Bernie Goulding Head of Health, Safety, and Wellbeing	June 2024
	5.2 Conduct a review of cultural learning needs within our organisation.	John McConachie Head of Organisational Development	March 2024
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1 Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	Michelle Paterson Group Manager Brand, Marketing and Communications	1 March 2024
	6.2 Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	John McConachie Head of Organisational Development	September 2023 June 2024
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1 Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	Michelle Paterson Group Manager Brand, Marketing and Communications	17 June 2024
	7.2 Introduce our staff to NAIDOC Week by promoting external events in our local area.	Michelle Paterson Group Manager Brand, Marketing and Communications	17 June 2024
	7.3 RAP Working Group to participate in an external NAIDOC Week event.	Michelle Paterson Group Manager Brand, Marketing and Communications	8 July 2024 – 13 July 2024

Opportunities



Action	Deliverable	Responsibility	Timeline
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	8.1 Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Bernie Goulding Head of Health, Safety, and Wellbeing	30 June 2024
	8.2 Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Bernie Goulding Head of Health, Safety, and Wellbeing	30 June 2024
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	9.1 Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Radu-Stefan Burciu Procurement Specialist	September 2023
	9.2 Investigate Supply Nation membership.	Radu-Stefan Burciu Procurement Specialist	February 2024



Governance



Action	Deliverable	Responsibility	Timeline
Maintain RAP Steering Committee and Working Group (RWG) to drive governance of the RAP.	Maintain the RAP Steering Committee and Working Group to govern RAP implementation.	Michelle Paterson Group Manager Brand, Marketing and Communications	October 2023
	Ensure ongoing Aboriginal and Torres Strait Islander representation on the RWG.	Michelle Paterson Group Manager Brand, Marketing and Communications	October 2023
Provide appropriate support for effective implementation of RAP commitments.	Define budget and resource needs for RAP implementation.	Michelle Paterson Group Manager Brand, Marketing and Communications	March 2024
	Engage senior leaders in the delivery of RAP commitments.	Michelle Paterson Group Manager Brand, Marketing and Communications	February 2024
	Appoint a senior leader to champion our RAP internally.	Michelle Paterson Group Manager Brand, Marketing and Communications	February 2024
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Michelle Paterson Group Manager Brand, Marketing and Communications	April 2024



Action	Deliverable	Responsibility	Timeline
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	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.	Michelle Paterson Communications	June annually
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	Michelle Paterson Communications	1 August annually
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	Michelle Paterson Communications	30 September annually
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Michelle Paterson Communications	November 2024



Contact Us

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