



LifeTec[®]
Live your Potential

REFLECT RECONCILIATION ACTION PLAN

November 2020 – November 2021



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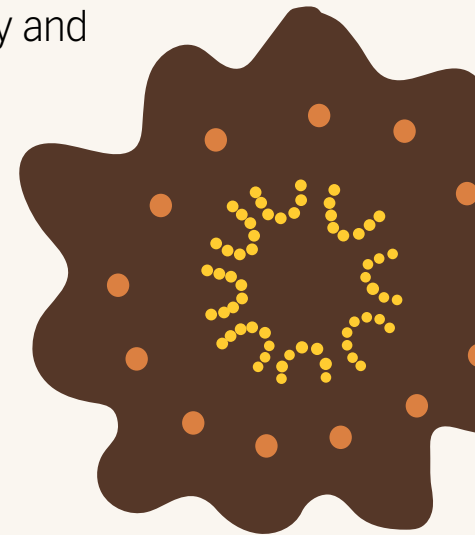
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Acknowledgements



We pay our respects to Elders' past, present and emerging and we acknowledge that they hold the memories, traditions, cultures and hopes of Aboriginal and Torres Strait Islander peoples.

LifeTec recognises that reconciliation is an ongoing process and as such we have set out to develop our first Reconciliation Action Plan. LifeTec understands that the development and implementation of our Reconciliation Action Plan is a fluid process, and we encourage individuals and organisations to join our reconciliation journey and converse with us about ways in which we can improve the plan.



Our Business

LifeTec Australia

LifeTec is a non-profit organisation with a 40-year history of demonstrated success in the provision of assistive technology (AT) services. Our strategic purpose is to connect people and communities through assistive technology to enable their aspirations. LifeTec provides dedicated assistive technology services to people of all ages and abilities, including people with disabilities and older Australians.

LifeTec has a long history of delivering services to people of all ages and abilities and has established relationships with people who have achieved their goals and needs through the use of AT. LifeTec provides services to people who successfully use AT to participate in work, learning, and to engage in their communities of choice. LifeTec achieves its purpose through a team of dedicated health professionals, who provide specialist AT services using LifeTec's evidence based **IMAGINE SEEK CHOOSE LIVE**® consumer assistive technology pathway.

LifeTec provides a range of assistive technology education events, webcasts, videos and online courses as part of our strategic purpose, to build capability and awareness amongst all people in the disability and aged care sector.

LifeTec has a Social Impact Measurement (SIM) framework which is designed to better understand the real needs and wants of our consumers and the sector. This work has resulted in a consumer and sector engagement process that has been beneficial in shaping our services and service models to meet identified needs and wants. Part of our SIM framework includes relevant research activities and measurement of the impact of LifeTec's services.

Findings from LifeTec's work have demonstrated the benefits associated with AT use, where people are genuinely engaged in exercising choice and control, have access to assistive technologies which provide people with quality and value, and most importantly, are successful in enabling their aspirations.






The following is a sample of comments made by consumers on the value offered by assistive technology:

'It's great, I can now take my son to the beach, bike riding and out fishing'

'Given more access to doing a lot more things with friends and family in the community'.

'The funding that has been provided (for my AT) has changed my life dramatically. I am able to get outdoors so much easier... and I am keen to. I feel like I can do things and be like other people and that makes such a difference. There is so much that I can't do but also so much I can do. I love going out and spending time outdoors and I love swimming.'



LifeTec employs 32 staff who provide services throughout Queensland and are based out of our Brisbane and Townsville centres. One of LifeTec's health professionals identifies as Aboriginal.

Brisbane

In terms of Aboriginal occupation and significance, Brisbane is a smaller part of a larger dynamic landscape that hosted not only the Brisbane-based group but also a diverse range of neighbouring groups involved in economic, subsistence, social, ritual and political activities. For thousands of years the Turrbul (pronounced Tur-a-bul) Jagera (pronounced differently according to accent: Both "Yug-er-a" and "Jug-er-a" are acceptable) peoples have been the Traditional Custodians of the Brisbane River and surrounding lands.¹

Townsville

The Bindal and Wulgurukaba peoples are the Traditional Owners of the Townsville City area and have lived in the area for thousands of years. The Bindal people call their Country Thul Garrie Waja. The Wulgurukaba people call their Country Currumbilbarra.²

References:

Turrbal and Jagera peoples: 1. Australian Health Practitioner Regulation Agency, 2018, AHPRA Reflect Reconciliation Action Plan 2018-2019, AHPRA, www.ahpra.gov.au

Bindal and Wulgurukaba peoples: 2. Townsville City Council, 2015, Townsville City Council Reconciliation Action Plan 2015-2017, TCC, www.townsville.qld.gov.au

Our RAP

LifeTec's RAP includes actions and deliverables that we are committed to deliver over a period of 12 months.

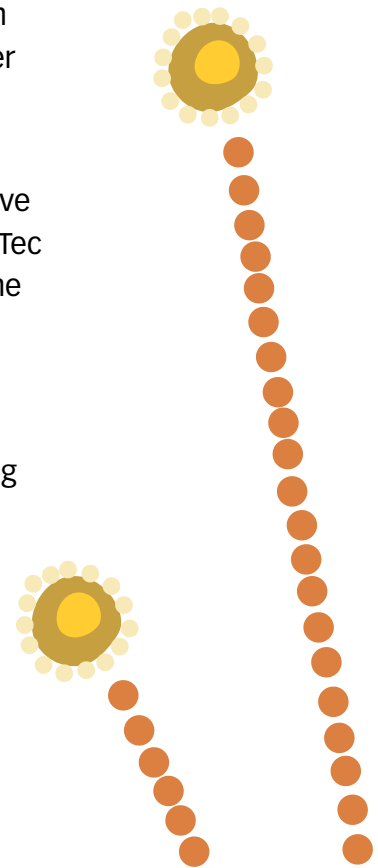
LifeTec Australia has a long and proud history of providing services to, with, and alongside Aboriginal and Torres Strait Islander peoples throughout Queensland.

In 2005 LifeTec was one of the first supporting organisations that assisted in the formation of the Aboriginal and Torres Strait Islander Disability Network of Queensland.

Previously, LifeTec has provided services to Aboriginal and Torres Strait Islander Communities such as Complex Home Modification Assessments in Aurukun, community education and assistive technology assessments on Thursday Island, Bamaga, Napranum, Wujul Wujul and Hopevale and other Aboriginal and Torres Strait Islander Communities in Queensland.

Consumers are at the core of everything LifeTec does. A spirit of respect and inclusion permeates LifeTec's consumer pathway which is driven by a process of self-determination to ensure the most appropriate assistive technology outcome is reached. To enhance our commitment to being a consumer-focused organisation LifeTec has recently developed a Consumer Reference Committee. This Committee has created a connection with the Aboriginal and Torres Strait Islander Disability Network of Queensland.

LifeTec acknowledges the transgenerational impacts on the Stolen Generation and their descendents, and of other past and current policies that result in ongoing hardship and trauma to Aboriginal and Torres Strait Islander peoples. LifeTec supports the aspirations contained in the "Uluru Statement from the Heart" including fair and truthful relationships with the people of Australia and a better future based on justice and self-determination for all Aboriginal and Torres Strait Islander peoples.





LifeTec acknowledges that the majority of the Stolen Generation are now aged over the age of 50 and may be receiving government-funded aged care services through My Aged Care. Through the implementation of the Reconciliation Action Plan LifeTec will be better placed to provide assistive technology services to the Stolen Generation who may be experiencing the impacts of conditions of ageing and trauma.

LifeTec understands the challenges outlined in the “Closing the Gap Report” and is committed to play our role in assisting to close the health and life expectancy gap within a generation by 2030.

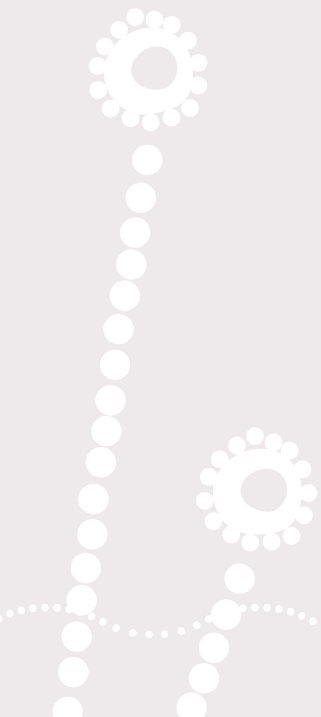
LifeTec anticipates that the Reconciliation Action Plan will create significant new opportunities as outlined below:

New Opportunities:

The RAP provides LifeTec with a foundation to implement new key opportunities.

These new key opportunities include:

- 1 Workplace Cultural Competence:** LifeTec will review our cultural learning needs and will develop a business case for increasing understanding of Aboriginal and Torres Strait Islander cultures.
- 2 Attraction and selection of staff and consumer representatives:** LifeTec will develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.
- 3 Community and Network Development:** LifeTec will work to establish and build stronger connections with Aboriginal and Torres Strait Islander individuals, stakeholders and organisations.
- 4 Social Impact:** LifeTec will aim to generate greater social impact by increasing services to Aboriginal and Torres Strait Islander people and increase individual and social outcomes created by the effective selection and use of assistive technology.



Our Champions

LifeTec Australia Reconciliation Action Plan Champions:

LifeTec has identified staff who will be Reconciliation Action Plan Champions and who are responsible for driving internal engagement and awareness of the Reconciliation Action Plan.

Kathryn Martin – Aboriginal Occupational Therapist. Kathryn has grown up on Jagera lands (OT KM).

Scott Green – Consumer and Sector Engagement Manager (CASE Manager).

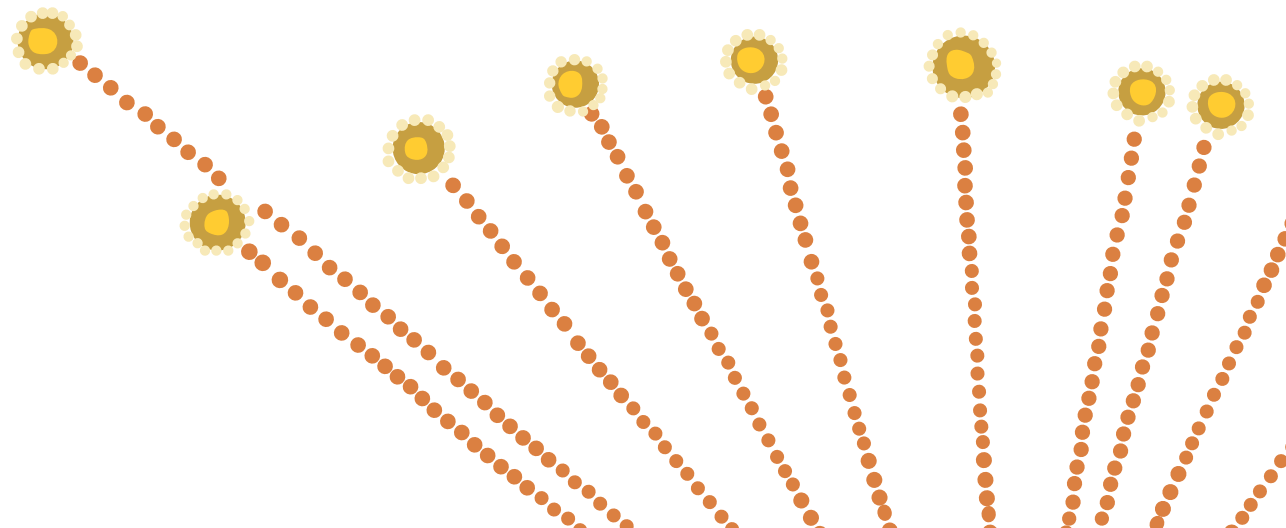
Karin Schuhmann – Executive Services Manager (ESM).

James Barrientos – Chief Executive Officer (CEO).

Wol Thiik – Business Development and Marketing Manager (BDMM).

Charlie Manchadi – Chief Financial Officer (CFO).

The Lifetec Australia Reconciliation Action Plan Champions will be supported by LifeTec's Business, Services and Marketing teams (BSM) and Executive Management.

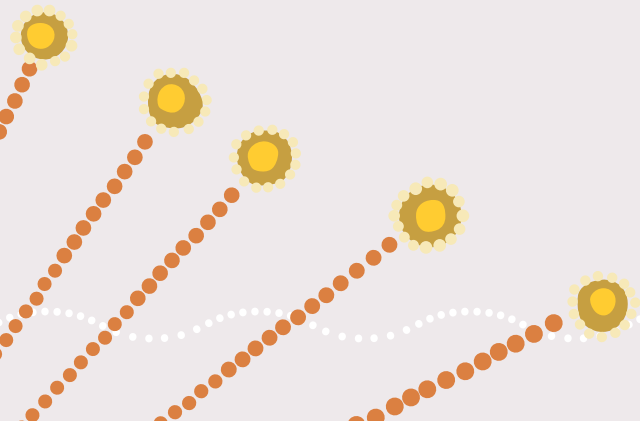
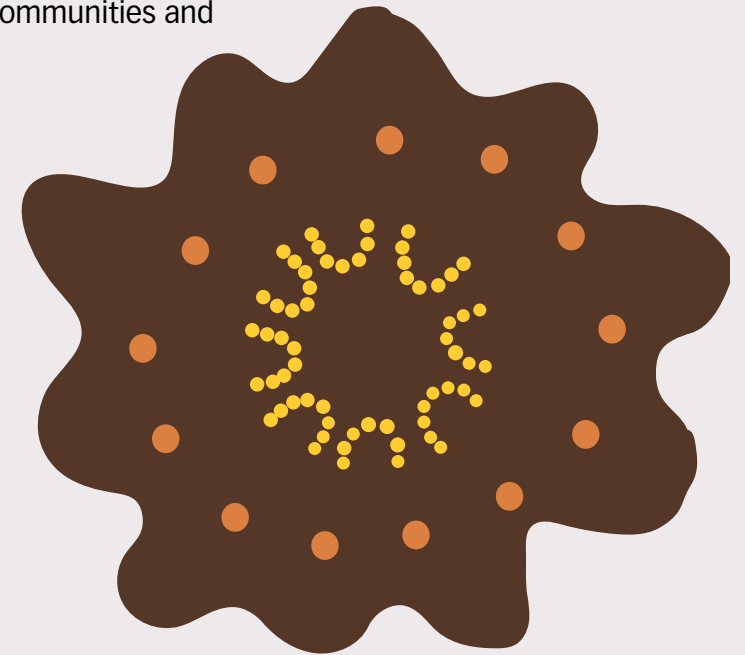


Our Partnerships & Activities

Community partnerships – LifeTec Consumer Reference Committee and the Aboriginal and Torres Strait Islander Network of Queensland

Presentation to First People's NDIS Conference in Cairns and Brisbane 2018/2019
(Home Modifications and Assistive Technology)

Australian Catholic University Occupational Therapy Student Placement Research Project
(July – October 2020) which entails researching best practice assistive technology related service provision when working with Aboriginal and Torres Strait Islander Communities and clients in remote settings.





Relationships

Relationships

Action		Deliverable	Timeline	Responsibility
1	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.	Nov 2020	CASE Manager Occupational Therapist (OT KM)
		Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.		
2	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. NRW (27 May to 3 June)	May 2021	CASE Manager OT (KM)
		Look at communicating information in relation to NRW and RAP through Social Media	May 2021	Business Development and Marketing Manager (BDMM)
		RAP Working Group members to participate in an external NRW event.	May 2021	CASE Manager
		Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2021	CASE Manager OT (KM) Executive Services Manager (ESM),
3	Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Nov 2020	CEO
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2020	CASE Manager, ESM, BDMM, OT (KM)
		Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2020	CASE Manager, ESM, BDMM, OT (KM)
4	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination. Build into HR Strategy.	June 2021	CEO, ESM, CFO
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2021	CEO, ESM, CFO
5	Promote and strengthen consumer engagement framework to enhance engagement with Aboriginal and Torres Strait Islander Consumers	Further explore and establish opportunities for members of the LifeTec Consumer Reference Committee to engage and communicate with the Aboriginal and Torres Strait Islander Disability Network of Queensland	June 2021	CASE Manager

Respect

Action		Deliverable	Timeline	Responsibility
6	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.	Jan 2021	CASE Manager
		Conduct a review of cultural learning needs within our organisation.	Dec 2020	CASE Manager
7	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area.	Jan 2021	CASE Manager OT (KM)
		Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Jan 2021	CASE Manager OT (KM)
8	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.	July 2021	CASE Manager OT (KM)
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	Jun 2021	CASE Manager BDMM
		RAP Working Group to participate in an external NAIDOC Week event.	Nov 2020 & July 2021	CASE Manager



Respect

Opportunities

Action	Deliverable	Timeline	Responsibility
9	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. Incorporate Aboriginal and Torres Strait Islander values and principles into HR Strategy.	June 2021 ESM, CASE Manager BDMM CFO
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Feb 2021	ESM OT (KM)
10	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 2021 CFO, BDMM
	Investigate Supply Nation membership.	May 2021	CFO CASE Manager ESM



Opportunities

Governance

Action		Deliverable	Timeline	Responsibility
11	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	July 2021	CASE Manager OT (KM)
		Draft a Terms of Reference for the RWG.	Aug 2021	CASE Manager
		Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2021	CASE Manager
12	Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Nov 2020	CEO, ESM, CFO
		Engage senior leaders in the delivery of RAP commitments.	Nov 2020	CEO, ESM , CFO
		Define appropriate systems and capability to track, measure and report on RAP commitments.	Nov 2020	CEO, ESM, CFO
13	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 Sept 2021	CASE Manager
14	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia’s website to begin developing our next RAP.	July 2021	CASE Manager



Governance



We would like to gratefully acknowledge the contribution of **Maxine Zealey**, whose artwork features throughout LifeTec Australia's Reconciliation Action Plan. Maxine comes from the Gooreng Gooreng people of the Bundaberg area and is a direct descendant of Lexi Dublin (Granny Clarke) and Lena Horton.

Artwork

The artwork conveys an invitation to all Aboriginal and Torres Strait Islander communities to reach out together with LifeTec Australia. The background of the painting is a series of small dots depicting a happy situation. Colours used in the painting represent the rich cultures of Aboriginal and Torres Strait Islander peoples. Earthy tones represent the land and Aboriginal communities. Blues, greens and black represent Torres Strait Islander peoples and LifeTec Australia.

Elements within the artwork include:

- The un-patterned snakes forming a circle symbolises the union with communities and signifies support and security.
- The rays of hope flowing from the centre join together LifeTec Australia and the Aboriginal and Torres Strait Islander communities.
- Patterning here portrays the many meetings and conferencing that occurs between LifeTec and Aboriginal and Torres Strait Islander people to achieve joint decision making in support of people with disabilities, their carers and communities.
- The rainbow style lines over the meeting place depict significant joy and celebrations as positive decisions are made.
- Patterning of straight, horizontal or vertical lines surrounding the painting portrays a sense of ease and feeling right with the situation.
- The continuous unbroken wavy lines engulfing the perimeter speaks of the ongoing journey
- A series of blue wavy dots between the borders represents the ocean and the waters of the Torres Strait Islands.



For public enquiries about our RAP contact

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