



RECONCILIATION  
ACTION PLAN  
REFLECT



interite

# RECONCILIATION ACTION PLAN

July 2024 - July 2025





# Statement from CEO of Reconciliation Australia

## Inaugural Reflect RAP

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

Interite joins a network of more than 3,000 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 Interite 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 Interite, 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 Business

Interite specialise in healthcare facility Design and Construction and have been operating since the 1980's. We pride ourselves in taking the time to understand our clients' goals, values, risks, budget, governance, and procurement methods inside out. Our experts in strategy, design, and delivery work closely with our clients to achieve complete alignment across concepts, budgets, and schedules by providing in-depth reports on quantity and risk, costs, timelines, staging schedules, strategic design plans, change management planning, sustainability, and cultural strategies. This paves the way to a compliant schedule and flawless handover, earning our client's endorsement.

We have a national geographic reach and have helped clients in all regions of Australia with three offices in WA, QLD & NSW. We currently employ 31 staff across Australia and actively review strategies to implement inclusivity in the workplace such as ensuring our policies align and are inclusive and respectful of Aboriginal and Torres Strait Islander peoples cultures and values, acknowledging days of recognition and offering flexible work arrangements.

## Reflect

As our commitment to social responsibility, diversity, respect, and reconciliation with Aboriginal and Torres Strait Islander people, we aim to continue to create a culturally safe and respectful environment by promoting diversity and inclusion in the workplace as we continue to listen, learn, and build positive and meaningful relationships with Aboriginal and Torres Strait Islander job seekers, stakeholders, organisations, and businesses.

Our approach to implementation:

- **Commitment from Leadership:** Ensure commitment and support from leadership to drive the implementation. Including allocating resources and setting goals related to employment, procurement, and cultural awareness.
- **Partnerships, Collaboration and Engagement:** Partner, collaborate and engage with Aboriginal and Torres Strait Islander stakeholders, organisations, and businesses, building networks and leveraging expertise to better understand priorities, needs, and aspirations. Participate in Aboriginal and Torres Strait Islander acknowledgement initiatives to strengthen the impact and sustainability of reconciliation efforts, such as National Sorry Day, National Reconciliation Week and NAIDOC Week.
- **Integration with Business Operations:** Integrate reconciliation initiatives into core business operations and practices. Including recruitment processes and procurement practices.
- **Continuous Learning and Improvement:** Monitor progress by gathering data and feedback to assess the effectiveness of implemented initiatives for ongoing learning and reflection. Continuously reflect, review, and refine our Reconciliation Action Plan based on changing circumstances and best practices, identifying areas for improvement.
- **Celebrating Achievements:** Celebrate implementation achievements and milestones. Recognise and acknowledge the contributions of individuals and groups involved in reconciliation efforts.

Our reconciliation journey to date:

- **Policy Development and Implementation:** Developed and implemented policies that support Aboriginal and Torres Strait Islander employment, inclusion, and empowerment within the workplace. This includes employment strategies and procurement initiatives that support Aboriginal and Torres Strait Islander businesses.
- **Cultural Awareness and Respect:** Foster a workplace culture that values and respects Aboriginal and Torres Strait Islander cultures and traditions. Acknowledging days of recognition and commemoration.
- **Building Relationships:** Built positive and meaningful relationships with Aboriginal and Torres Strait Islander organisations and businesses, in the collaboration of projects.

## Community Partnerships

### **Yorgum Aboriginal Corporation**

Yorgum provide culturally secure, community-based healing services that utilise a trauma-informed approach to support Aboriginal and Torres Strait Islander children, young people, and adults.

**Project Scope:** Refurbish Offices and Consulting Rooms

**Approach:** Interite incorporated and successfully delivered the six seasons Birak, Bunuru, Djeran, Makuru, Djilba and Kambarang into the re-design.

**Completion:** November 2021

### **Nyoongar Health Services**

Nyoongar Outreach is a community-based service that works to support with, and on behalf of Aboriginal people.

**Project Scope:** Interior Refurbishment



**Approach:** The Nyoongar Outreach site was an industrial warehouse that needed to be converted into a building suitable for counselling services and office spaces. The project involved Interite building a mezzanine floor to extend the upstairs office space and create private counselling rooms on the ground floor.

**Completion:** July 2019

### Central Australian Aboriginal Congress

Central Australian Aboriginal Congress (CAAC) are one of the nations most experienced Aboriginal primary health care services, a strong political advocate, and a national leader in improving health for all Aboriginal and Torres Strait Islander people.

**Project Scope:** Interior Refurbishment & Exterior Works

**Approach:** Interite delivered a harmonious balance between tradition and modernism through the cleverly constructed colour palette and utilisation of textures and materials inspired by Ochre, Bark and Wood.

**Completion:** August 2018

### Aboriginal Alcohol and Drug Service (AADS)

Aboriginal Alcohol and Drug Service deliver support to Aboriginal and Torres Strait Islander people by responding to direct needs through holistic and cultural appropriate services.

**Project Scope:** Full Redesign & Refurbishment of Interior

**Approach:** Interite developed and delivered a fit out that reflected holistic aboriginal culture and heritage. This reflected in the earthy tones, creating the harmonious balance between traditional and contemporary.

**Completion:** February 2016

### Internal Activities/Initiatives

Interite acknowledge Aboriginal and Torres Strait Islander peoples days of recognition, commemoration, and celebration i.e. National Sorry Day, National Reconciliation Week and NAIDOC Week. We partner with Aboriginal and Torres Strait Islander businesses to understand and assist with their Design and Construction requirements.

Relationships			
Action	Deliverable	Timeline (Start Date)	Responsibility
1. Continue to establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Continue to identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	July 2024	Marketing
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2024	Marketing
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	General Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2025	Marketing, Office 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 2025	General Manager
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	October 2024	General Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2024	Marketing
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2024	Marketing
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	July 2024	Office Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	July 2024	Office Manager
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.	October 2024	Office Manager
	Conduct a review of cultural learning needs within our organisation.	October 2024	Office Manager
6. 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.	October 2024	General Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	October 2024	General Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2024	Marketing

histories by celebrating NAIDOC Week.	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2024	Marketing
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2025	Marketing
Opportunities			
Action	Deliverable	Timeline	Responsibility
8. 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.	January 2025	Office Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2025	Office Manager
9. 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.	January 2025	General Manager
	Investigate Supply Nation membership.	January 2025	General Manager
Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	July 2024	General Manager
	Draft a Terms of Reference for the RWG.	July 2024	Office Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2024	Office Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2024	General Manager
	Engage senior leaders in the delivery of RAP commitments.	July 2024	General Manager
	Appoint a senior leader to champion our RAP internally.	July 2024	General Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2024	General Manager
12. 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.	June annually	Office Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August annually	Office Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September annually	Office Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	April 2025	Office Manager

### Contact Details

**Name:** Morgan Judd  
**Position:** General Manager  
**Phone:** 0447 034 217  
**Email:** morgan.j@interite.com.au

**Name:** Kate Potts  
**Position:** Office Manager  
**Phone:** 0450 435 461  
**Email:** katep@interitehealthcare.com.au

