RECONCILIATION
ACTION PLAN
INNOVATE

# INNOVATE
## RECONCILIATION ACTION PLAN
JUNE 2026 - JUNE 2028

diabetesWA
by your side



## Acknowledgement of Country

Diabetes WA acknowledges and recognises Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of the lands where we live, learn and work.

We pay respects and acknowledge the important role of Elders past and present, for they hold the memories of the traditions, cultures and aspirations of Australia's First Nations peoples, and have taken on the responsibility to protect and promote our culture and leave a legacy for future Elders and leaders. We acknowledge any Sorry Business that may be affecting individuals, families and communities at this time.

As an organisation, we acknowledge the impact that diabetes has on Aboriginal and Torres Strait Islander peoples across Australia and as such we promise to be respectful, take the lead from the community and walk together with Aboriginal and Torres Strait Islander peoples, Communities and organisations in our journey to reducing the impact of diabetes for the First Nations peoples of Australia.

This acknowledgement extends to all the lands of WA where the images throughout this document were taken.

## Deceased Persons

Aboriginal and Torres Strait Islander peoples are warned that this document may contain images, or names of, and references to people who have passed away.



Diabetes WA would like to acknowledge Australian Aboriginal artist Rebecca Morgan for use of her artwork throughout this document.

*Each individual circle represents unity as well as how all cultures come together as one, and my use of multiple circles together in the artwork signifies community. The lines in the artwork indicate a journey, and the placement of the community circles within those lines symbolises working together as a community on a journey to better health.*

**Rebecca Morgan**

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Diabetes WA RAP working group committee.

# Reconciliation Australia

## CEO statement

Reconciliation Australia commends Diabetes WA on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Diabetes WA to expand its understanding of its core strengths and deepen its relationship with its community, staff and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Diabetes WA will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and Communities but also empowering and enabling staff to contribute to this process as well.

With over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Diabetes WA is part of a strong network of more than 3,000 corporate, government and not-for-profit organisations that have taken goodwill and intention and transformed it into action.

Implementing an Innovate RAP signals Diabetes WA's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

**Congratulations, Diabetes WA on your Innovate RAP and I look forward to following your ongoing reconciliation journey.**

**Karen Mundine**
Chief Executive Officer,
Reconciliation Australia



# CEO statement

For more than sixty years, Diabetes WA has stood alongside West Australians affected by diabetes. While we began as a small community organisation, we have grown into the peak body for diabetes care, education and advocacy across the state.

Our reach now extends to the most remote communities in the state, both via virtual and in-person care, breaking down barriers to access and ensuring no one is left behind.

Through this experience, we recognise that diabetes has a disproportionate impact on the lives of Aboriginal and Torres Strait Islander people. The depth of the social and economic impacts of diabetes is often hidden as generations of Aboriginal people now live with diabetes and its complications as part of everyday life.

In embracing the spirit of reconciliation, we are committed to working in genuine partnership with Aboriginal and Torres Strait Islander Communities to co-design approaches that improve health outcomes and strengthen community wellbeing.

This commitment is reflected in the journey line that appears across our branding, a flowing line that represents both the unique journey of every person living with diabetes and the Derbarl Yerrigan – or Swan River – a body of water with great spiritual and cultural significance for the Whadjuk Noongar people, on whose land we work.

At the heart of this effort is our growing Aboriginal Health team. Their leadership, cultural knowledge and community connections inform our organisational direction and guide us to deliver services that are accessible, culturally safe and shaped by community priorities.

Our team regularly travels across the state, building meaningful partnerships with communities and health services. A key part of our work is supporting community-led capability, including training people within Communities to deliver diabetes and health support to their Communities. We know that the people who live within these Communities are best placed to lead solutions that work for their families and future generation.

This Innovate RAP sets out how we have developed, strengthened and embedded specific initiatives across the four key pillars of relationships, respect, opportunities and governance. It reflects our commitment to moving beyond intent to action, as we continue to work hand in hand with communities, listening deeply and building partnerships that respect culture and strengthen communities.

**Our commitment to reconciliation is grounded in respect, relationships and a genuine desire to learn. We acknowledge this is an ongoing journey that requires accountability and humility. We are proud to walk alongside the Aboriginal and Torres Strait Islander community as we work to improve health, wellbeing and long-term outcomes together.**

**Melanie Gates**
Chief Executive Officer,
Diabetes WA



# Our vision for reconciliation

**In our vision for reconciliation, Diabetes WA aims to empower Aboriginal and Torres Strait Islander people living with diabetes to manage their diabetes journey effectively.**



We work collaboratively within the community to provide health system solutions, including service options for those in rural and remote areas of Western Australia. By focusing on the right priorities, we ensure that Diabetes WA benefits Aboriginal and Torres Strait Islander people living with diabetes. Diabetes WA is working with Aboriginal and Torres Strait Islander peoples to enhance cultural governance over Diabetes WA's service delivery and strategic direction. We strive to identify and develop mutually beneficial relationships with the ACCHO sector and collectively advocate for culturally safe funding and initiatives to address the impact of diabetes and its complications in Aboriginal Communities in Western Australia.

An ideal reconciled world would represent equality and justice, where everyone has equal access to opportunities and unbiased treatment without discrimination. Cultural respect would be paramount, celebrating diverse cultures and traditions to encourage unity and respect. Ensuring universal access to culturally appropriate healthcare and mental health support would enhance the well-being of Aboriginal and Torres Strait Islander peoples.

By maintaining a deep understanding and respect for Aboriginal and Torres Strait Islander cultures, we can create a healthcare environment that is not only inclusive but also empowering.

This commitment to cultural safety and equity will help bridge the gap in health outcomes and support the well-being of Aboriginal and Torres Strait Islander Communities. Together, we can build a future where diabetes care is accessible, respectful and effective for all.

# Our Business

**Today, more than 250,000 Western Australians are living with diabetes (including type 1, type 2 and gestational diabetes) with many more at risk of developing diabetes.**

Diabetes WA is a leading provider of innovative health solutions, dedicated to reducing the impact of diabetes on individuals' lives and contributing to a more sustainable and equitable healthcare system in Western Australia. Our mission is to offer support and services to all people affected by diabetes, empowering them to lead full, healthy lives.

Rates of diabetes in remote Western Australian communities have been drastically underestimated. The prevalence of type 2 diabetes in Kimberley Aboriginal Communities is five times higher than those registered for the National Diabetes Services Scheme (NDSS). A worrying number of younger people living in remote Aboriginal Communities are being diagnosed with type 2 diabetes — a condition that more typically presents in older people. A study shows that in the 15 to 34 age bracket, 9.7% had type 2 diabetes and an additional 10.2% had pre-diabetes. This is particularly concerning as young-onset type 2 diabetes is known to be more aggressive and associated with a greater risk of complications.

Diabetes WA collaborates closely with state and national partners to implement strategies and recommendations to support impactful change for those living with diabetes. Our evidence-based, person-centred self-management programs and digital services, help individuals manage their condition effectively and maintain both physical and mental health. By working across the health system with like-minded organisations, we ensure our services are available equitably to all.



Diabetes WA staff delivering an Endocrinologist Specialist visit to support community members in Warburton living with diabetes.




Aboriginal Health staff attending Binar Health Embassy conference in Broome to talk to community members about diabetes.

Diabetes WA employs approximately 67 staff, including three Aboriginal and Torres Strait Islander team members. These staff members play a key role in delivering programs and services to Aboriginal and Torres Strait Islander people living with diabetes, as well as training and mentoring health professionals through our DESY program (Diabetes Education and Self-management Yarning) and partnering with Aboriginal-owned Registered Training Organisations. This training is crucial, as it enables Aboriginal health professionals to deliver the program to their own communities, engaging with their people, including Elders, and in some cases, using their native language. Our team consists of both casual and part-time staff, with our main office located in Perth metropolitan area.

Our reach extends across Western Australia, with the Diabetes WA team working with partners to provide clinics on Traditional Lands and, thanks to innovative digital health solutions like 'Diabetes Telehealth for Country WA' and web-based applications such as 'My DESMOND' and 'Baby Steps,' our programs and services are accessible statewide. These initiatives enable people with diabetes, particularly those in regional and remote areas, including Aboriginal Communities, to access essential support. Our most recent service 'Diabetes WA Connect' connects general practitioners via a direct phone service to timely specialist support from the Diabetes WA Connect team, including an endocrinologist, a credentialled diabetes educator and an Aboriginal health practitioner, with the aim to build capacity in primary care to manage more complex diabetes in the community.

Our team travels extensively across the state, providing education programs and clinical services to those in need, while also training and upskilling health professionals in diabetes care, from the far north in Kununurra to the Ngaanyatjarra Lands in the east, and deep into the Great Southern. Over the past years, we have significantly expanded our support for people living with diabetes in rural and remote parts of WA, including diabetes product supply, with our warehouse and online shop now supplying 110 Aboriginal Medical Services. We continuously refine our understanding of the needs of the community, ensuring we can offer the most support throughout any individual's diabetes journey.

# Our Business

**Diabetes WA's reach and impact would not be possible without the support of a broad network of individuals and organisations, including hospitals, clinics, government departments, Aboriginal Community Controlled Organisations and diabetes organisations within Australia.**

We recognise that addressing the disproportionate burden of diabetes and its complications requires collaborative action across all sectors. It is essential that our initiatives promote self-determination and align with the Closing the Gap Priority Reforms outlined in the National Agreement on Closing the Gap, ensuring that everyone enjoys long and healthy lives, children are born healthy and strong, and people have access to information and services enabling them to manage their health effectively.



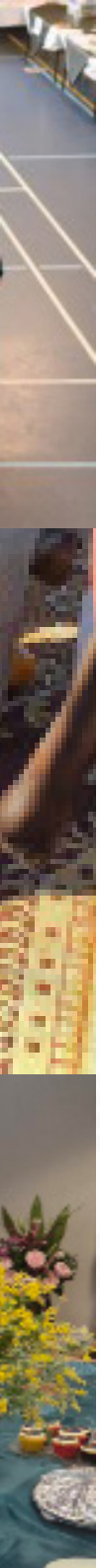
Aboriginal Health staff attending Women's Health Expo to talk to community members about diabetes



Warburton Community members working on an activity while attending a DESY program.



Diabetes WA staff attending a NAIDOC morning team



## Diabetes WA will contribute to the following targets

### Everyone enjoys long and healthy lives.

Implementing community-based diabetes programs co-designed in collaboration with Aboriginal and Torres Strait Islander Communities and Aboriginal and Community Controlled Health Services.

### Providing culturally appropriate diabetes education resources.

Partnering with local healthcare providers to ensure equitable and timely access to diabetes education service delivery across the state that is considered culturally safe by the communities accessing it.

### Children are born healthy and strong.

Collaborating with Aboriginal Community Controlled Health Organisations to support equitable and timely access to gestational diabetes services in community and supporting birthing on Country initiatives.

### People have access to information and services enabling:

Developing and distributing educational materials that are culturally appropriate and ensure accessibility.

Provide and support remote telehealth clinics to reach rural and remote communities.

Training healthcare professionals in culturally appropriate diabetes programs to improve service delivery across the state.

Provide the primary care workforce with access to timely endocrinology advice for Aboriginal and Torres Strait Islander people and provide more diabetes care on Country instead of tertiary hospitals.


BRAMS
PROUDLY SUPPORTED BY
telethon 7




Group photo of all organisations who attended the Binar Health Embassy conference in Broome to support community on their health journey.

Diabetes WA is proud to collaborate directly with Aboriginal Community Controlled Health Organisations and these partnerships provide us with valuable insights into community needs and help ensure the delivery of locally tailored diabetes care.

**Equally important is the work we are doing internally to drive reconciliation within our organisation.**

We have made significant progress in building strong relationships, enhancing staff knowledge and understanding of Aboriginal and Torres Strait Islander cultures. We are also committed to promoting National Reconciliation Week and NAIDOC Week activities to our staff, supporting a deeper engagement with and understanding of reconciliation.



Diabetes WA staff joining the Walk for Reconciliation at Galup

# Our RAP

Diabetes WA recognises the profound impact that a just, equitable and reconciled Australia can have on the future management and prevention of diabetes in Aboriginal and Torres Strait Islander Communities.

We are committed to advancing reconciliation both within our organisation and across our broader sphere of influence.

Diabetes and its complications continue to have a disproportionate impact on the lives of Aboriginal and Torres Strait Islander peoples. Our Reconciliation Action Plan (RAP) reflects our commitment to supporting reconciliation and driving positive change. We have already made significant strides in building stronger relationships and enhancing our staff's understanding of Aboriginal and Torres Strait Islander cultures.

By formally committing to our RAP, we acknowledge the progress still to be made. We are dedicated to moving forward with open hearts and minds, continuing our journey of reconciliation with determination.

Diabetes WA has integrated our RAP into our overarching strategic plan, which has been formally approved by the Diabetes WA Board. The Board strongly supports our RAP journey and is committed to its success. To ensure the effective implementation of our RAP, we have established a working group that includes a staff member from each internal team. Our RAP Champion, the Innovation General Manager, reports directly to the CEO and provides regular updates on RAP activities to the executive team.

This includes one representative from each department across our organisation, including members from the Human Resources, Health Services, Customer Services, Innovation, Marketing, Education and Aboriginal Health teams, with representation from three Aboriginal and Torres Strait Islander staff members. Our CEO provides regular updates to the Diabetes WA Board on the progress and developments of our RAP journey. This approach ensures that the actions and deliverables outlined in the RAP are communicated across all teams, providing opportunities for all staff to contribute to the success of our reconciliation efforts.




**Diabetes WA staff visiting Bega Garnbirringu Health Services in Kalgoorlie to discuss the Diabetes WA Connect service with connecting GPs with an endocrinologist.**



**Diabetes WA staff attending the Ngunnga Ku Back to Country Camp in Leinster.**




Aboriginal Health staff attending the Women's Health Expo to talk to community members about diabetes.



Diabetes WA staff pledge their commitment to Reconciliation by placing a hand print on a canvas that will be displayed in our Subiaco office.

Building upon the groundwork established by our Reflect RAP, Diabetes WA remains deeply committed to advancing and strengthening our reconciliation journey.

We will continue to develop meaningful relationships with Aboriginal and Torres Strait Islander stakeholders and organisations while actively promoting reconciliation within our broader sphere of influence. Through cultural learning, we aim to increase understanding, recognition and respect for the cultures, histories, knowledge and rights of Aboriginal and Torres Strait Islander peoples, further deepening our commitment to this critical cause. We will also demonstrate respect by adhering to cultural protocols and celebrating significant events, such as NAIDOC Week and National Reconciliation Week, reinforcing our respect for Aboriginal and Torres Strait Islander cultures and histories.

To ensure the successful implementation of our RAP commitments, we are dedicated to supporting proactive leadership that propels this crucial work ahead.

Additionally, we have implemented changes to our policies and procedures to ensure that Diabetes WA is a culturally safe organisation, and we will continue to strengthen and expand our relationships with Aboriginal-led organisations.

Diabetes WA recognises that recruiting and retaining staff, and achieving our strategic and operational goals, requires a strong commitment to developing the skills and experience of our team.

In one example, an Aboriginal Health Coordinator received a scholarship to study a Graduate Certificate in Diabetes Education and Management. The employee applied for and received Study Support from Diabetes WA. Upon completion of this course, the employee is now a qualified diabetes educator and will be able to provide culturally safe diabetes education services and clinical consultations to Aboriginal and Torres Strait Islander peoples living with diabetes, as well as train and up-skill other health professionals.

This arrangement not only supports the employee's career development but will also provide substantial benefits to the Aboriginal and Torres Strait Islander Communities served by Diabetes WA.




**Kathy and Sarah from Diabetes WA Aboriginal Health team deliver programs and services to the Aboriginal and Torres Straight Islander community to support them on their diabetes journey.**

# Our RAP

"We are committed to advancing reconciliation both within our organisation and across our broader sphere of influence."

### Key learnings and challenges

Key learnings from our Reflect RAP emphasise the importance of strengthening relationships with Aboriginal and Torres Strait Islander stakeholders and organisations, promoting reconciliation through our sphere of influence, enhancing our staff's understanding and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning, demonstrating respect by observing cultural protocols and building respect for these cultures and histories by celebrating NAIDOC Week and National Reconciliation Week.

Diabetes WA's challenges and focus areas for the Innovate RAP include improving employment outcomes for Aboriginal and Torres Strait Islander people, increasing staff knowledge about the importance of using Aboriginal and Torres Strait Islander suppliers to support improved economic and social outcomes, enhancing support mechanisms to prevent cultural load on Aboriginal and Torres Strait Islander team members and enhancing stakeholder communication strategies.





## Relationships

Diabetes WA highlights the importance of authenticity, consistency and visible commitment to fostering long-lasting, meaningful relationships with both internal and external stakeholders to support reconciliation efforts effectively.

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations. | Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement. | January 2028 | General Manager - Innovation |
| | Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations. | January 2028 | Marketing Coordinator |
| | Maintain long-term, authentic relationships through regular, meaningful connections by impromptu discussions to connect on both personal and professional level. | June 2028 | CEO |
| | Provide all staff with opportunities to support those whose roles regularly engage with Aboriginal and Torres Strait Islander Communities at events, further building personal stakeholder relationships. | June 2028 | Diabetes Educator - Aboriginal Health |
| | Investigate hosting an Aboriginal Health Forum to build relationships and increase visibility around Diabetes WA support for reconciliation. | February 2028 | Diabetes Educator – Aboriginal Health |

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 2. Build relationships through celebrating National Reconciliation Week (NRW). | Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. | 27 May- 3 June, 2026/2027, 2028 | Project Manager |
| | RAP Working Group members to participate in an external NRW event. | 27 May- 3 June, 2026/2027/2028 | RAP Chair |
| | Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. | 27 May- 3 June, 2026/2027/2028 | Project Manager |
| | Organise at least one NRW event each year. | 27 May- 3 June, 2026/2027/2028 | Project Manager |
| | Register all our NRW events on Reconciliation Australia's NRW website. | May 2026/20272028 | Project Manager |
| 3. Promote reconciliation through our sphere of influence | Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce. | June 2027 | General Manager - People & Culture |
| | Communicate our commitment to reconciliation and Diabetes WA's reconciliation vision publicly. | May 2027 | CEO |
| | Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes. | December 2027 | General Manager - Innovation |
| | Collaborate with RAP non-for-profit organisations and other like-minded organisations to develop innovative approaches to advance reconciliation. | December 2027 | General Manager - Innovation |

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 4. Promote positive race relations through anti-discrimination strategies. | Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. | June 2027 | General Manager – People & Culture |
| | Develop, implement and communicate an anti-discrimination policy for our organisation. | June 2027 | General Manager – People & Culture |
| | Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy. | June 2027 | General Manager – People & Culture |
| | Educate senior leaders on the effects of racism. | December 2027 | General Manager – People & Culture |
| 5. Increase staff education and communication for stakeholder engagement. | Develop and implement an Aboriginal and Torres Strait Islander yarning page on the Diabetes WA intranet site. | December 2027 | Diabetes Educator – Aboriginal Health |
| | Create, execute and disseminate a regional and cultural practices guideline as part of a pre-engagement stakeholder communication and travel process. | May 2028 | Diabetes Educator – Aboriginal Health |
| | Enhance Diabetes WA's database of Aboriginal and Torres Strait Islander organisations through ongoing stakeholder engagement | June 2028 | Project Manager |
| | Develop, implement and communicate a centralised location within the Diabetes WA Customer Relationship Management system for staff to access information about stakeholder relationships and engagement with Aboriginal-owned organisations | June 2028 | IT Manager |



Diabetes WA staff attending the Walk for Reconciliation event at Galup

## Respect

Respect for Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights is fundamental to Diabetes WA's values. It enhances cultural respect and understanding, fosters positive relationships, supports ethical practices and is essential for the process of reconciliation.

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning. | Conduct a review of cultural learning needs within our organisation. | January 2028 | General Manager – People & Culture |
| | Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy. | January 2028 | General Manager – People & Culture |
| | Develop, implement and communicate a cultural learning strategy document for our staff. | June 2028 | General Manager – People & Culture |
| | Provide opportunities for RAP Working Group members and executive team to participate in formal and structured cultural learning | June 2027 | General Manager – People & Culture |
| | Progress from Cultural Awareness training to Cultural Competency training and offer training to all staff. | June 2027 | General Manager – People & Culture |

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols. | Increase staff training of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. | June 2027 | General Manager – People & Culture |
| | Update and communicate the cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country. | May 2027 | Project Manager |
| | Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at NAIDOC Week morning tea. | July 2027/28 | Project Manager |
| | Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings and communicate to all staff to follow. | January 2027 | Project Manager |
| 8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week. | RAP Working Group to participate in an external NAIDOC Week event each year. | First week in July, 2026/2028 | RAP Chair |
| | Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week. | July 2027 | General Manager – People & Culture |
| | Promote and encourage participation in external NAIDOC Week events to all staff. | First week in July, 2026/2027 | Project Manager |
| | Secure budget for NAIDOC Week events and administration to reduce cultural load on Aboriginal and Torres Strait Islander staff. | First week in July, 2026/2027 | General Manager - Business Operations |

## Opportunities

Diabetes WA highlights the importance of authenticity, consistency and visible commitment to fostering long-lasting, meaningful relationships with both internal and external stakeholders to support reconciliation efforts effectively.

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development. | Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. | September 2027 | General Manager – People & Culture |
| | Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy. | June 2027 | General Manager – People & Culture |
| | Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy. | December 2027 | General Manager – People & Culture |
| | Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders through Diabetes WA Aboriginal and Torres Strait Islander social media. | Jan 2027 | General Manager - People & Culture |
| | Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace. | Jan 2027 | General Manager - People and Culture |
| | Maintain support for Aboriginal and Torres Strait Islander Health Coordinators to study a Graduate Certificate in Diabetes Education and Management, should Aboriginal and Torres Strait Islander Health Coordinators wish to pursue this study. | June 2028 | General Manager – Health Services |
| | Increase training and up-skilling of the WA Aboriginal and Torres Strait Islander diabetes workforce to provide support and reduce the cultural load and its impact on DWA Aboriginal and Torres Strait Islander team. | June 2028 | General Manager – Health Services |

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes. | Develop and implement an Aboriginal and Torres Strait Islander procurement strategy. | December 2027 | Project Manager |
| | Investigate Supply Nation membership. | May 2027 | Project Manager |
| | Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff through Diabetes WA intranet site. | October 2027 | Project Manager |
| | Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. | December 2027 | Project Manager |
| | Build on commercial relationships with Aboriginal and/or Torres Strait Islander businesses. | December 2027 | Project Manager |

## Governance

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 11. Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP. | Maintain Aboriginal and Torres Strait Islander representation on the RWG. | January, April, July, October 2026/2027 | RAP Chair |
| | Update the Terms of Reference for the RWG. | January 2027 | RAP Chair |
| | Meet at least four times per year to drive and monitor RAP implementation. | January, April, July, October 2026/2028 | RAP Chair |
| | Invite all staff to participate in the RAP working group for the next formally endorsed RAP. | June 2026/27 | RAP Chair |
| 12. Provide appropriate support for effective implementation of RAP commitments. | Define resource needs for RAP implementation. | January 2027 | Project Manager |
| | Engage all staff in the delivery of RAP commitments. | January 2027 | CEO |
| | Use Microsoft Planner to assign, maintain, track and report on RAP commitments. | January 2027 | Project Manager |
| | Maintain an internal RAP Champion from senior management. | June 2028 | General Manager Innovation |

| Action | Deliverable | Timeline | Responsibility |
|---|---|---|---|
| 13. 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 | Project Manager |
| | Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey. | August annually | Project Manager |
| | Complete and submit the annual RAP Impact Survey to Reconciliation Australia. | 30 September, annually | Project Manager |
| | Report RAP progress to all staff at Diabetes WA quarterly staff meetings. | February, May, August, November 2026/27 | Project Manager |
| | Publicly report our RAP achievements, challenges and learnings, annually during National Reconciliation Week. | 27 May- 3 June, 2026/2027 | Marketing Coordinator |
| | Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer. | April 2027 | Project Manager |
| | Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP. | June 2028 | Project Manager |
| 14. Continue our reconciliation journey by developing our next RAP. | Register via Reconciliation Australia's website to begin developing our next RAP. | December 2028 | Project Manager |

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