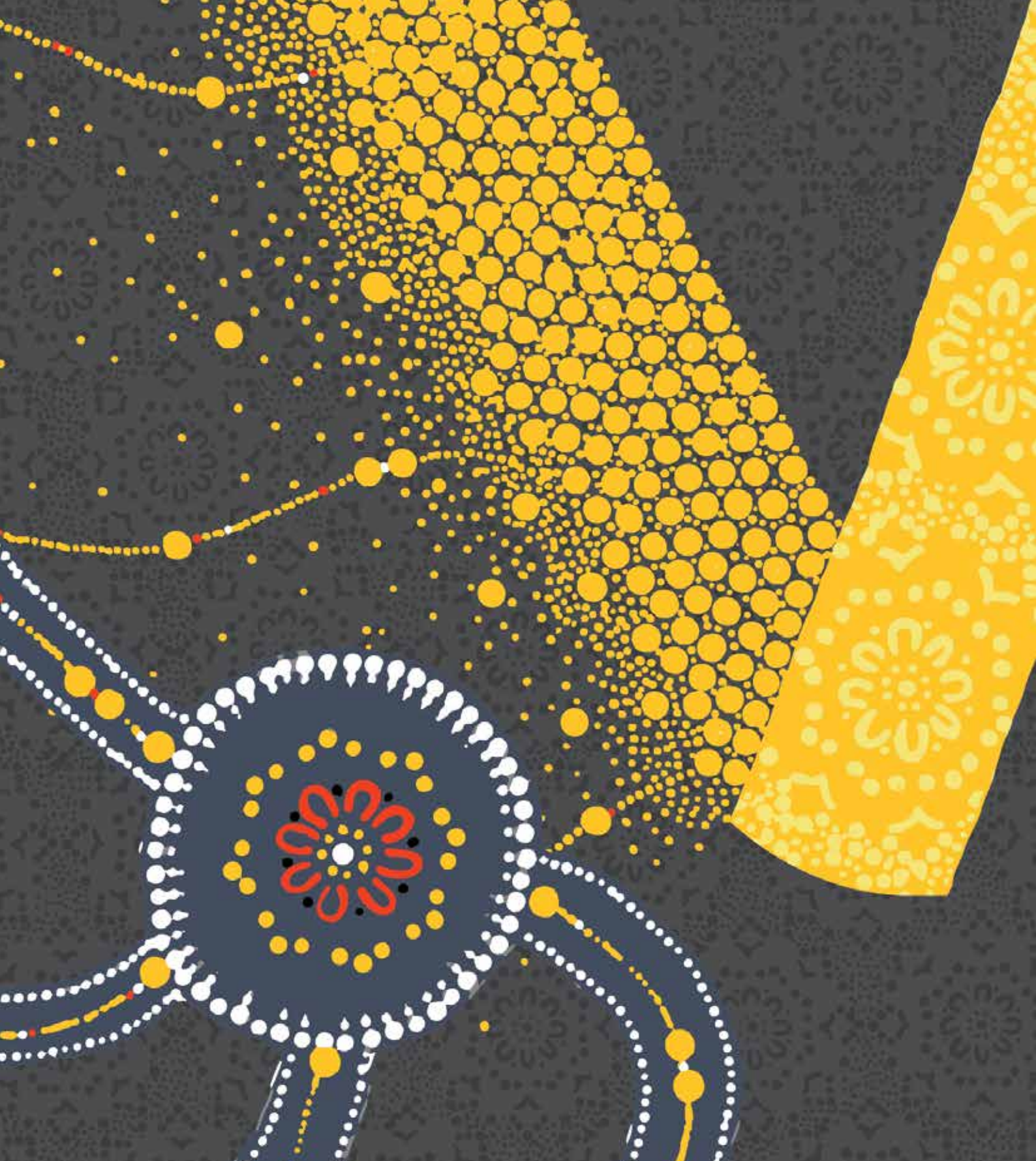




RECONCILIATION ACTION PLAN

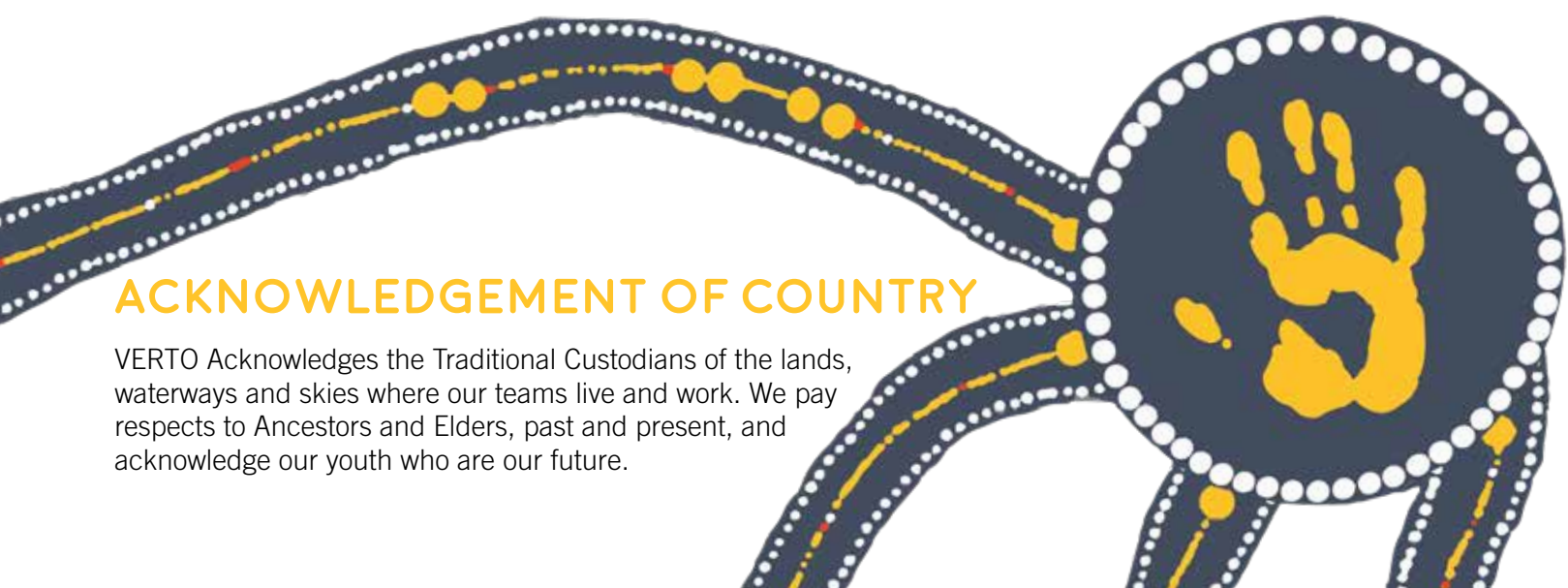
JANUARY 2025 - JANUARY 2027





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ACKNOWLEDGEMENT OF COUNTRY

VERTO Acknowledges the Traditional Custodians of the lands, waterways and skies where our teams live and work. We pay respects to Ancestors and Elders, past and present, and acknowledge our youth who are our future.

STATEMENT FROM THE CEO OF RECONCILIATION AUSTRALIA

Reconciliation Australia commends VERTO on the formal endorsement of its second Innovate Reconciliation Action Plan (RAP).

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

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

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

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

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that VERTO will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to VERTO using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect, and opportunities gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for VERTO to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, VERTO will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of VERTO's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations VERTO on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





STATEMENT FROM THE CEO OF VERTO

VERTO has experienced four decades of change, challenge and triumph, evolving alongside the communities within which we work.

Born out of a mission to address rural skills training needs, we have grown to be one of Australia's leading employment and training service providers. Despite our expansion, our commitment to positively transforming the lives of individuals, families and local communities remains steadfast. We do this by supporting people to access a suite of services which can bridge the gap between economic isolation and participation, between cannot and can, and between aspiration and accomplishment.

Beyond our commitment to community service, our rural heritage has meant a long-embedded and firm focus on strong relationships and partnerships with First Nations peoples in New South Wales (NSW). With the integration of Campbell Page into the VERTO Group in 2023, the reach and impact of our services now extends into Queensland, South Australia and Victoria.

We are honoured to have been invited by Reconciliation Australia to deliver an Innovate Reconciliation Action Plan (RAP). This is our third RAP, and it highlights the tangible initiatives VERTO will deliver as part of our ongoing commitment to national reconciliation.

Under the guidance of our previous RAP and our internal working group, we progressed the cultural competency of VERTO's leadership team and workforce, rigorously pursued First Nations employment opportunities within the organisation, elevated our role in external initiatives and events to advance reconciliation, and harnessed the power

of VERTO's youth skills and employment training programs to deliver on-the-ground outcomes for First Nations peoples and communities. Our January 2025 - January 2027 RAP continues to focus on practical, measurable actions to contribute to the nation's vital reconciliation journey.

Our aspirations over the duration of this RAP are to keep deepening our engagement with First Nations' communities to ensure we advance VERTO's corporate strategy. We will do this by delivering programs and services that are meaningful and valued by First Nations peoples, lifting employment outcomes and improving lives. We also wish to strengthen the value society at large places on the contribution of First Nations peoples to our shared cultural heritage, local communities and the broader economy.

I am deeply committed to ensuring reconciliation is at the centre of how our organisation delivers its services now and into the future.

Ron Maxwell
Chief Executive Officer



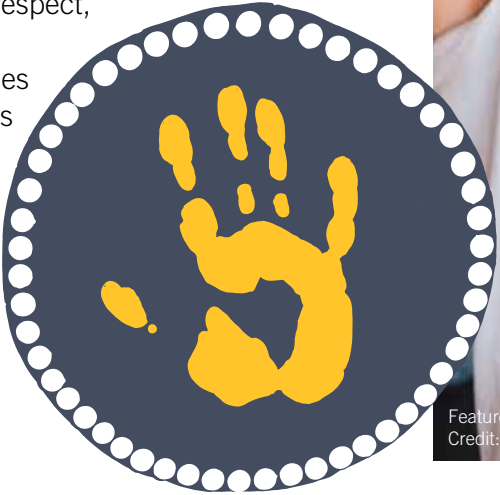
OUR VISION FOR RECONCILIATION

VERTO's vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples are respected, have equitable economic and social participation, and opportunities to pursue their goals.

IN COMMITTING TO
RECONCILIATION, WE ARE
GUIDED BY OUR ORGANISATIONAL
MISSION TO "ASSIST PEOPLE IN
NEED, POSITIVELY TRANSFORMING
THE LIVES OF INDIVIDUALS,
FAMILIES AND COMMUNITIES."

As a leading provider of human services, our January 2025 - January 2027 Innovate RAP is underpinned by a commitment to engaging and connecting with Aboriginal and Torres Strait Islander peoples of all abilities in the communities we serve to achieve positive outcomes together.

By doing so, we aspire to listen to and learn about how we can genuinely respect, build relationships with, and support opportunities for Aboriginal and Torres Strait Islander clients, communities, and employees.



Featured: Member of Coonabarabran
Credit: The Studio Door Creative



FRONT COVER ARTWORK

VERTO team member and proud Wiradjuri Woman, Mary Croaker, was commissioned to paint a traditional Aboriginal artwork. This artwork is Mary's interpretation of VERTO's often unseen work in communities. The V represents VERTO and the organisation's services to community – whether it be projects, programs or courses to help communities.

"In the background is our other workers that are not always seen doing the behind the scenes work so that we provide the best quality of service and support to community members." Mary Croaker

Each VERTO site has a reproduction of Mary's painting representing the VERTO values and an explanation of its meaning. These are proudly displayed by our local team members to help create a welcoming environment for Aboriginal and Torres Strait Islander people accessing our services.

The original of this artwork is prominently displayed at VERTO's Corporate Head Office in Bathurst, NSW.



Featured: Mary Croaker

ABOUT VERTO

VERTO is an award winning, not-for-profit organisation assisting businesses and individuals with community, employment and training services. Our expertise covers a range of areas including Aboriginal services, disability services, community services, employment services and vocational training to help businesses, individuals and local industry to thrive. Our mission is to positively impact the lives of individuals and communities, and we have built a track record of ethical, exemplary customer service over 40 years. Our team works across over 60 locations in New South Wales.

VERTO employees 238 people of whom 22 identify as Aboriginal and/or Torres Strait Islander people.

We are a human services industry leader, key influencer and trusted voice for the employment and education sectors. VERTO acknowledges this extensive sphere of influence and the critical role we can play in helping to facilitate the three pillars of reconciliation – respect, relationships and opportunities on a foundation of strong governance.

Our Engage, Connect and Support service model is focused on providing exemplary service by improving our organisational culture and extending our broad sphere of influence amongst community stakeholders. By doing so, we move closer to addressing economic disadvantage and driving reconciliation in our role as a human services provider: We build respect, relationships and opportunities through the delivery of community, disability and employment services and training. Our broad range of services allows us to embed positive action strategies for Aboriginal and Torres Strait Islander peoples.

Highlights include:

- » From July 1, 2023, through to June 30 2024 VERTO had a total 1031 Aboriginal and/or Torres Strait Islander people enrolled into training through our Registered Training Organisation (RTO) with an overall completion rate of 95.5%. In total, 19.8% of all enrolments identified as First Nations people in 2023-24 financial year.
- » VERTO's Indigenous Mentoring Initiative will provide strong foundations, support and insights into best practice and culturally safe approaches to mentoring Aboriginal clients and collaborating with local communities. Central to implementing VERTO's Indigenous Mentoring Initiative is the Culture Exchange Program facilitated by Boomalli (an Aboriginal-owned and run organisation). This regionalised, local, and effective Cultural Awareness program will provide the foundations to further our team's knowledge, appreciation, and exposure to First Nations' peoples, histories and cultures; thereby increasing their capability to appropriately mentor Aboriginal and Torres Strait Islander clients and optimise stakeholder and client relationships.
- » Participation by 180 Aboriginal and non-Indigenous students annually since 2016 in VERTO's renowned Aboriginal Youth Leadership Program which was developed in collaboration with a former VERTO Aboriginal employee and creates agency in Aboriginal youth to become community leaders and determine their own future.



OUR RAP

With over 60 offices across NSW, VERTO has deep connections in regional, rural and remote areas which have enabled the organisation to take a forward-looking and proactive approach to fostering meaningful relationships with Aboriginal and Torres Strait Islander communities. Over the duration of our 2022-2024 Innovate RAP, VERTO retained a firm focus on practical and measurable actions to contribute to the nation's reconciliation journey and demonstrated a strong commitment to supporting Aboriginal and Torres Strait Islander communities in achieving employment, education and training outcomes.

Challenges to delivery of our last RAP were largely driven by the dispersed nature of the VERTO workforce and ongoing efforts to overcome varying levels of cultural competency across the organisation. Over the course of this RAP we will seek to address these challenges through an even greater focus on optimising VERTO's digital and social platforms for RAP initiatives and actions, ensuring a proportion of RAP Working Group (RWG) meetings are face-to-face and ongoing regular reporting on RAP delivery to the Executive including progress to raise levels of cultural competency across VERTO's workforce.

Highlights of VERTO's RAP included:

- Establishing and maintaining strong relationships with Aboriginal and Torres Strait Islander organisations and bodies to deploy a localised approach to employment services. Organisations include Bamara in Dubbo, Mingaan Wiradjuri Aboriginal Corporation in Lithgow, Nguumambiny Indigenous Corporation in Dubbo, Bundjalung Tribal Society in Lismore and Real Futures based in Kempsey. These relationships have been critical to the development of effective engagement plans to maximise the positive impact of VERTO's employment services.
- Continued delivery of the Hunter Local Jobs Plan which emphasises the role of the Employment Facilitator in implementing strategies that leverage local leadership and expertise to deliver outcomes, including through engagement with Aboriginal and Torres Strait Islander stakeholders and communities.
- Delivery of a Self-Employment Assistance Test showcase in Dubbo early in 2024 which was a collaboration with Service NSW and Many Rivers in Dubbo. It was so successful VERTO has plans to expand the showcase through similar partnerships in other regions.
- Continued delivery of the Sistas in Trade program, co-designed with VERTO and Bamara, under the NSW Government. The program combined vocational and non-vocational training to support women to participate in the construction industry and included First Nations mentoring.
- Delivery of a Pre-employment Program with Coonamble Shire Council and the Wake Up, Shake Up Program, leading to employment for eight participants with the Coonamble Council, complemented by Indigenous mentoring.
- Working with the Bundjalung Tribal Society to improve Aboriginal and Torres Strait Islander peoples' outcomes through pre-employment programs.
- VERTO, in collaboration with Real Futures and other providers, are delivering Tidda's in Construction Program across Lismore, Grafton, Casino, Ballina and Murwillumbah.
- The introduction of a junior Tidda Tradies program providing Aboriginal and Torres Strait Islander primary and secondary students with real-life skills training.
- Delivery of the Abergeldie Pre-Employment Program in partnership with Mingaan Wiradjuri



Featured: Mary, Rachel, Abbey, Simi, Kiwi & Tiff

VERTO Aboriginal Youth Leadership Program

VERTO works with Glenroi Public School and Bowen Public School to deliver the Aboriginal Youth Leadership Program. Students are supported to develop the confidence, skills, knowledge and understanding of Aboriginal culture required to reach their full potential and transition into high school. The model has huge opportunity which VERTO is exploring in other regions.

Aboriginal Corporation, which included a Smoking Ceremony.

- Collaborating with National Broadband Network (NBN) to deliver digital literacy skills and cyber security competency, with tailored training developed and delivered to Aboriginal and Torres Strait Islander clients in Coonamble.
- Delivery of the Indigenous Skills and Employment Program with funding from the National Indigenous Australians Agency. Cultural awareness training was delivered to staff and employers, fostering a mutual understanding and respect for the needs of our Aboriginal and Torres Strait Islander participants.

Within the VERTO organisation, we do this by:

- Attracting First Nations people into our workforce. As of October 2024, 6.4% of our employees identify as Aboriginal and/or Torres Strait Islander people (which is significantly higher than the national First Nations populace rate).
- Aligning corporate policies with a commitment to inclusion and anti-discrimination strategies, including focused consultation with VERTO's Aboriginal and Torres Strait Islander employees to ensure these policies are reflective of a constructive approach to reconciliation and Closing the Gap.
- Ensuring an ever-growing focus on providing cultural learning opportunities for VERTO's people leaders to position them to enhance their sphere of influence in the organisation's reconciliation journey, including through on Country experiences.

- The development by the RWG of a dedicated cultural protocols document and processes which is published and promoted periodically to ensure all VERTO staff have access to and an understanding of how to embed appropriate cultural recognition within their activities and work programs.
- Reviewing and updating all policies to facilitate involvement by VERTO staff in internal and external events to celebrate NAIDOC Week.
- Developing and implementing an engagement plan to work with Aboriginal and Torres Strait Islander peoples to our approach is aligned to needs and expectations of Aboriginal and Torres Strait Islander stakeholders and organisations.
- Ensuring an ongoing focus on evolving our Indigenous Employment Strategy to place a priority on providing sustainable employment, career development and training in supportive and culturally sensitive environments.
- Annually consulting with Aboriginal and Torres Strait Islander employees to ensure their feedback is provided and reflected in the ongoing improvement of VERTO recruitment, retention, professional development and personal experiences working at VERTO.
- Embedding a shared calendar available to the whole workforce which highlights dates of significance to Aboriginal and Torres Strait Islander peoples, allowing staff to plan for participation and engagement with culturally important moments and events.

CELEBRATING NAIDOC AND MARKING NATIONAL RECONCILIATION WEEK

Participating in events and initiatives to mark National Reconciliation Week (NRW) was central to our Innovate October 2022- October 2024 RAP delivery.

Beyond VERTO's dedicated programs and services to support Aboriginal and Torres Strait Islander peoples achieve employment outcomes, VERTO has fulfilled its commitment to NRW through a range of sponsorships and donations which included:

- Coonabarabran Lands Council: Sponsorship of local NAIDOC Ball. VERTO also hosted a community engagement event/Family Fun Day.
- Dubbo Indigenous Ball: Sponsorship of a cultural event that celebrates the heritage and achievements of the Indigenous community.
- Towri Early Learning Centre: Supporting early education with a focus on cultural inclusivity. Sponsorship of NAIDOC celebrations.
- Bathurst Local Aboriginal Lands Council: Providing a donation to contribute to the Council's efforts in supporting the local Aboriginal community.
- Country Education Foundation Indigenous scholarship: Annual sponsorship of a scholarship awarded to support Aboriginal and Torres Strait Islander students in their post-school educational pursuits.
- NRW Colouring competition: A VERTO run creative initiative that involved the participation of community, promoting cultural awareness and engagement.
- Aboriginal and Torres Strait Islander Children's Day: Sponsorship of a local community event for children aged 2-5, showcasing culture.

This year we have extended our involvement further with:

- Bathurst NAIDOC Ball: Major sponsor of the first NAIDOC ball in Bathurst, being organised by Bathurst Local Aboriginal Lands Council, to highlight and celebrate the achievements of First Nations individuals aged 18+.
- Muswellbrook Family Fun Day: A VERTO run family fun day in Muswellbrook in partnership with the Local Aboriginal Lands Council.
- Maitland Family Fun Day: A VERTO run family fun day in Maitland in partnership with the Local Aboriginal Lands Council.
- Orange Junior AECG Ball: An event that recognises the achievement of Aboriginal and Torres Strait Islander Youth from across Orange and surrounds. Presenting award recipients with trophies made by local Elders woodwork talents.

The RWG led a series of initiatives to broaden and deepen the cultural competency of the VERTO workforce and to provide opportunities for people of all cultures and backgrounds to grow their understanding of Aboriginal and Torres Strait Islander culture by:

- Promoting Reconciliation Australia's NRW resources to VERTO employees. VERTO's CEO encouraged staff to feel able to participate in National Reconciliation Week events in their local communities.
- Encouraging RWG members to participate in external NRW events which was achieved by most group members. Engagement led to further evolution of discussion about ideas and programs to support local Aboriginal individuals and communities.



Featured: Julie, Hailee, Aunty Brenda, Maddie & Kristy



Featured: Oaklen & Brady



Featured: Meredith (NSW)



Featured: Robyn Cameron (Left) & Ry Frelich (Right)



Featured: Taj Elliott. Photo credit: Silver Quinn Productions

THE CHAMPIONS OF VERTO'S 2024-2026 RAP WORKING GROUP

VERTO's January 2025 - January 2027 RAP provides an opportunity to embrace the next phase of our ever-evolving journey of learning and improvement in how we work towards reconciliation. In reviewing and re-defining our RAP, VERTO continues to seek greater engagement in understanding the reconciliation perspectives of our employees, those who use our services, and our stakeholders and partners in our communities.

We know that cultural awareness starts at the top of our organisation, and that's why our CEO,

Ron Maxwell, is our official RAP Champion and our Community Services Manager, Pamela Hunter, chairs the RAP Working Group (RWG).

Our RWG is made up of team members in positions able to effectively inform, influence and impact VERTO's RAP outcomes and to play a leadership role in making sure we hold ourselves to account for delivery on our commitments and actions. Most importantly, our RWG includes four team members who identify as Aboriginal and/or Torres Strait Islander people.



RON MAXWELL.
CHIEF EXECUTIVE OFFICER

Ron has been VERTO's CEO for 10 years, commencing with the organisation in 2014. Ron has a Bachelor of Business (Economics) and 25 years' experience in the commercial sector, particularly in not-for-profits and also sits on several Boards. Ron is immensely proud to have overseen VERTO during development of its first RAP and is inspired by the work VERTO does in community to keep pursuing outcomes for Aboriginal and Torres Strait Islander peoples.



MARY CROAKER.
ABORIGINAL YOUTH LEADERSHIP COORDINATOR

Mary is Aboriginal Youth Leadership Co-ordinator and has been a founding member of our RWG committee. Mary is a proud Wiradjuri woman who is an integral member within the Orange community. Mary supports young people find connection to Culture, to Elders and supports students into post school education. Mary is the artist of VERTO's RAP.



PAMELA HUNTER.
MANAGER COMMUNITY SERVICES

Pamela joined VERTO in 2011 and is responsible for Community Services and Quality & Risk portfolio. Pamela is the chair of RWG. Pamela leads delivery and implementation of VERTO's RAP with a focus on raising awareness within and outside the organisation about VERTO's commitments and work to play a role in advancing reconciliation.



MADDIE MULLINGTON.
EVENTS AND MARKETING SPECIALIST

Maddie joined VERTO in 2021 and is responsible for Marketing, Events and Sponsorships at VERTO as part of the Marketing and Communications team. Maddie contributes to events and community engagement within the VERTO RAP, focusing on engaging with external stakeholders and communities.



SHAYLENE WITHY.
TEAM LEADER NORTH COAST

Shay joined VERTO in 2022 and is responsible for Team leader North Coast Murwillumbah to Byron Bay. Shay is an active part of the VERTO RWG.



DONNA NORRIS.
WORKFORCE AUSTRALIA CASE MANAGER. EMPLOYMENT SERVICES

Donna has 20 years' experience in mental health, is trade certified and worked in aged care for many years. Donna is also a youth and drug alcohol councillor currently working towards a social work degree.



TAHLIA DAVEY.
WORKFORCE AUSTRALIA CASE MANAGER. EMPLOYMENT SERVICES

Tahlia joined VERTO in 2024 and has been working in the community services field for five years and is passionate about delivering culturally safe services.

VERTO's RWG is supported by the organisation to pursue outcomes including:

- Engagement with VERTO customers, community representatives, non-government, and government organisations.
- Participation activities with local stakeholders, partners and members of the broader RAP network.
- Cultural knowledge base to gain insights that help in the sensitive delivery of our services and strategies.
- Continuous improvement frameworks based on benchmarking and reporting from Reconciliation Australia's Workplace RAP Barometer Survey and RAP Impact Report.



IN FOCUS: COONABARABRAN FAMILY FUN DAY (SEPTEMBER 2023)

Our VERTO team had an amazing time organising the 'Family Fun Day' in collaboration with the Coonabarabran Local Aboriginal Land Council! It was a day filled with non-stop excitement – from the vibrant colour run to fantastic face painting. Plus, the delicious barbecue added the perfect flavour to the day!

A BIG thank you to everyone who joined us and contributed to making this day unforgettable!

All images feature community members on Coonabarabran
Credit: The Studio Door Creative





RAP FOCUS AREAS JANUARY 2025 - JANUARY 2027

RELATIONSHIPS

As a not-for-profit community organisation with a rich heritage in regional NSW, VERTO relationships are at the core of everything we do. Through our deep connections with our clients, partner organisations, employees and the communities where we work, VERTO strives to provide value. We know that we can only do this well by engaging with and listening to the many local Aboriginal and Torres Strait Islander Elders, peoples and organisations in communities with whom we have built strong and trusted relationships and by ensuring that their learnings are reflected in how we deliver our programs and services.

Focus area: Strong and proactive relationships with local Aboriginal and Torres Strait Islander communities allow us to deliver more tailored and culturally relevant services that address areas of genuine community need.

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 collaborative engagement.	December 2025, December 2026	CEO
		Review and update engagement strategy to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2025, December 2025, June 2026, December 2026	CEO
		Continue to strengthen opportunities to work with Aboriginal and/or Torres Strait Islander organisations to co-support our clients to achieve employment, education and training outcomes.	August 2025, August 2026	CEO
2.	Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.	Circulate Reconciliation Australia's NRW resources and reconciliation materials to VERTO employees.	27 May – 3 June, 2025, 27 May – 3 June, 2026	Communications Manager

ACTION		DELIVERABLE	TIMELINE	RESPONSIBILITY
		Ensure RAP working group members participate in a NRW event external to the organisation.	27 May – 3 June, 2025, 27 May – 3 June, 2026	Community Services Manager
		Encourage and support employees and leaders to participate in at least one external event to recognise and celebrate NRW and communicate this internally.	27 May – 3 June, 2025, 27 May – 3 June, 2026	CEO
		Organise at least one NRW event each year.	27 May – 3 June, 2025, 27 May – 3 June, 2026	Communications Manager
		Register all our NRW events on Reconciliation Australia's NRW website.	27 May –3 June, 2025, 27 May – 3 June, 2026	Communications Manager
3.	Promote reconciliation through our sphere of influence.	Implement strategies to engage our employees in reconciliation by promoting special events and milestones through CEO all-staff emails, internal employee platforms and external social media channels.	March 2025, March 2026	CEO/ Communications Manager
		Communicate our commitment to reconciliation publicly via Facebook, Instagram, LinkedIn and X (formerly known as Twitter), including through promotion of events VERTO staff attend.	May 2025, May 2026	CEO/ Communications Manager
		Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	May 2025, May 2026	CEO, Chief Operating Officer (COO), Communications Manager
		Collaborate with organisations in the RAP Network and/or other like-minded organisations to develop ways to advance reconciliation.	February 2025, February 2026	COO



ACTION		DELIVERABLE	TIMELINE	RESPONSIBILITY
4.	Promote positive race relations through anti-discrimination strategies.	Provide sponsorship to at least one community event each year (NRW and NAIDOC).	May 2025, July 2025, May 2026, July 2026	Communications Manager
		RWG to review VERTO's relevant policies to provide feedback on inclusion and promote anti-discrimination strategies.	November 2025, November 2026	Quality & Risk Manager
		Continue ongoing awareness of VERTO's Access, Equity and Anti-discrimination policy throughout the organisation.	June 2025, June 2026	Human Resources Manager
		Maintain up to date knowledge and be informed in areas of race relations and anti-discriminatory and ensure all policies and procedures include non-discriminatory language.	February 2025, February 2026	Quality & Risk Manager
		Engage with Aboriginal and Torres Strait Islander staff annually to review anti-discrimination policy and discuss effectiveness.	November 2025, November 2026	Human Resources Manager
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs	February 2025, February 2026	Human Resources Manager
		Continue to educate senior leaders on the effects of racism.	June 2025, June 2026	CEO
		Promote avenues for culturally safe support for First Nations employees including EAP and grievance notification to address incidences of discrimination as needed.	February 2025, February 2026	Human Resources Manager

RESPECT

One of VERTO's guiding principles is focused on ensuring our customers and clients can rely on us to be trustworthy, honest and to hold true to our mission. Embedded within our approach to contributing to reconciliation in Australia is a commitment to respecting the diversity of cultures, backgrounds and experiences that our people bring to the organisation, and this includes the significant proportion of our clients and employees who identify as Aboriginal and/or Torres Strait Islander people.

We know our programs must be curated and delivered with a unique and specialised knowledge and the utmost respect. We will continue to grow and evolve our way of thinking to ensure that respect for Aboriginal and Torres Strait Islander peoples and perspectives is engrained within our organisation and in the services and programs we offer to community. Our firm focus is on driving tangible actions to achieve a culturally safe organisation where the depth of knowledge and understanding of Aboriginal and Torres Strait Islander peoples is respected and valued.

Focus area: *Our employees take pride in local Aboriginal and Torres Strait Islander cultures and histories, and this allows us to better serve the communities where we work.*

ACTION		DELIVERABLE	TIMELINE	RESPONSIBILITY
5.	Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Conduct a review of cultural learning needs and existing resources within our organisation.	January 2025, January 2026	Human Resources Manager
		Consult and remunerate local Aboriginal and Torres Strait Islander external advisors on the development and implementation of a cultural learning strategy and other cultural learning strategies as required.	January 2025, January 2026	COO, Human Resources Manager
		Review, update and communicate a cultural learning strategy for our staff.	March, 2025, March 2026	Human Resources Manager, Communications Manager
		Provide opportunities for RWG members, leadership team to participate in cultural learning activities.	March 2025, March 2026	COO



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
6. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	Investigate local cultural immersion opportunities.	April 2025, April 2026	COO
	Host at least one Aboriginal & Torres Strait Islander Children's Day and Family Day events.	May 2025, October 2025, May 2026, October 2026	Communications Manager
	Review and update inclusion of cultural protocols, including a Welcome to Country, into VERTO policy.	February 2025, February 2026	Community Services Manager
	Continue to find innovative ways to increase staff understanding of the purpose and significance of meaningful engagement with cultural protocols, including (but not limited to) Acknowledgement of Country and Welcome to Country.	November 2025, November 2026	Communications Manager
	Continue to communicate our cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country, to all employees.	February, 2025, February 2026	Communications Manager
	Continue to ensure that we include an Acknowledgement of Country or other appropriate protocols at the commencement of important organisation events and meetings.	February 2025, February 2026	Communications Manager
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country at significant events, including, but not limited to, our all-staff conference each year and completion of projects.	August 2025, August 2026	Communications Manager

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week and promoting strength-based success stories that inspire our local participants and communities.	RAP Working Group to participate in an external NAIDOC Week event.	July 2025, July 2026	Community Services Manager
	Continue to review and update VERTO HR policies, procedures and induction presentation to encourage employee celebration of NAIDOC Week.	May 2025, May 2026	Human Resources Manager
	Promote external NAIDOC events through internal channels (i.e. CEO email and X (formerly Twitter)) to encourage staff participation.	First week in July, 2025 and 2026	CEO, Communications Manager
	Source success stories from clients and employees to promote Aboriginal and Torres Strait Islander peoples in our areas, aligning with the NAIDOC Week themes where possible and ensuring appropriate consultation and cultural sensitivities.	First week in July, 2025 and 2026	Communications Manager
	Co-ordinate filming and production of NAIDOC Week films in collaboration with local Aboriginal and Torres Strait Islander organisations.	June 2025, June 2026	Communications Manager
	Update a shared calendar that highlights dates of significance to Aboriginal and Torres Strait Islander peoples to allow for pre-planning of VERTO's promotion and employee participation.	February 2025, February 2026	Communications Manager



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Expand cultural understanding and mentoring capacity amongst VERTO frontline program staff.	Deliver Boomalli Consulting's Cultural Exchange program to 70 VERTO Workforce Australia Case Managers and frontline leaders, enhancing their awareness of Aboriginal and Torres Strait Islander communities and improving their capacity to mentor Aboriginal clients locally.	November 2025, June 2026	COO
	Partner with NBN to improve digital literacy and cyber security understanding of Aboriginal and Torres Strait Islander peoples' cohorts, informed by VERTO NBN security training and data and insights.	June 2025, June 2026	COO
9. Actively promote and celebrate the inclusion of Aboriginal and Torres Strait Islander cultures in the VERTO organisation.	Promote internal and external awareness that VERTO supports frontline staff to work appropriately and sensitively with Aboriginal and Torres Strait Islander peoples and clients (scope representation on public facing materials, scope)	November 2025, November 2026	Communications Manager
	Scope the inclusion of an award during the Aboriginal and Torres Strait Islander business showcase that highlights an exceptional small business.	February 2025, February 2026	COO

OPPORTUNITIES

At VERTO we firmly believe in the connection between inspiration and opportunity for our employees, customers and clients and a central focus of our reconciliation actions is to ensure that we are raising the bar on offering opportunity to Aboriginal and Torres Strait Islander peoples and communities within our organisation and through the delivery of our programs and services at the individual and community level. Continuing to expand access to opportunities for Aboriginal and Torres Strait Islander peoples is a guiding principle in our program design and delivery and in the partnerships we pursue.

Focus area: Ensuring that VERTO recruits, retains and develops Aboriginal and Torres Strait Islander employees helps us to offer a genuinely culturally competent service. Delivering our services well ensures improved outcomes for Aboriginal and Torres Strait Islander peoples in employment and education.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy.	February 2025, February 2026	Human Resources Manager
	Review and enhance the Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	November 2025, November 2026	Human Resources Manager
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders, including actively posting on specific recruitment platforms.	February 2025, February 2026	Human Resources Manager
	Review P&C and recruitment procedures and policies to identify any barriers to Aboriginal and Torres Strait Islander participation in our workplace.	February 2025, February 2026	Human Resources Manager and COO
	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	July 2025, July 2026	COO and CEO
	Partner with Nguumambiny Indigenous Corporate to deliver the 'wake of shake up' program to support participants to get ready for employment and then sustain employment opportunities.	March 2025, March 2026	COO and CEO



11.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Work with Workforce Australia to establish an Aboriginal and Torres Strait Islander peoples' outcomes committee made up of Aboriginal and Torres Strait Islander peoples employees to improve outcomes.	February 2025	COO
	Continue utilising Supply Nation membership.	July 2025, July 2026	Chief Financial Officer (CFO)
	Develop a First Nations procurement policy.	July 2025, July 2026	CFO
	Continue communication opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	July 2025, July 2026	CFO
	Review and update procurement practices for procuring goods and services from Aboriginal and Torres Strait Islander businesses.	March 2025, March 2026	CFO
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	April 2025, April 2026	CFO
	Review and update Aboriginal and Torres Strait Islander procurement strategy.	February 2025, February 2026	CFO

GOVERNANCE

Making us accountable for continuing the Reconciliation Action Plan process to ourselves and the wider community.

Focus area: Continuing to embed policies, practices and cultural learning within the VERTO organisation will better position us to serve the community.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12. 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.	February 2025, February 2026	Community Services Manager
	Review current Terms of Reference and update to reflect the appointed RWG.	February 2025, February 2026	RWG and Community Services Manager
	Meet at least four times per year to drive and monitor RAP implementation.	March, June, September, December, 2025, 2026	RWG and Community Services Manager
13. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2025, February 2026	COO and Community Services Manager
	Continue to engage senior leaders and other employees in the delivery of RAP commitments.	February 2025, February 2026	CEO
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	February 2025, February 2026	Community Services Manager
	Maintain an internal RAP Champion from VERTO's management team.	February 2025, February 2026	CEO

ACTION		DELIVERABLE	TIMELINE	RESPONSIBILITY
14.	Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to ensure that our primary and secondary contacts are up to date to ensure we are receiving important correspondence.	June 2025, 2026	Community Services Manager
		Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Survey.	1 August 2025, 2026	Community Services Manager
		Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	September 2025, 2026	Community Services Manager
		Report RAP progress to all staff and senior leaders quarterly.	February, May, August, December 2025, 2026	Community Services Manager
		Publicly report our RAP achievements, challenges and learnings annually.	July 2025, July 2026	Community Services Manager, Communications Manager
		Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	February 2026	Community Services Manager
15.	Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	May 2026	Community Services Manager
		Provide a traffic light report to Reconciliation Australia to help inform the development of our next RAP.	August 2026	Community Services Manager

For more information or for any enquiries please reach out to VERTO's RAP Working Group Secretary at customerservice@verto.org.au.

