



NIISQ Agency
Reflect Reconciliation Action Plan
August 2022—July 2023

NIISQ



The NIISQ Agency acknowledges the Traditional Owners on the lands on which we live and work and recognises their connection to land, sea and community.

We acknowledge Elders past, present and emerging for they are the holders of culture, knowledge, wisdom and leadership that is passed from generation to generation.



Walking Together

Uncle Paul Calcott

Walking Together illustrates how the National Injury Insurance Scheme, Queensland (NIISQ) will support First Peoples who sustain serious personal injuries in a motor vehicle accident.

The artwork shows the person with disability at the centre of the image and talks about how these things are just part of our destiny.

The piece is about healing and shows the participant's journey, including how the Queensland Government will support them throughout their life – helping them become strong again and heal their spirit as well as their body.

The different colours used as a backdrop depicts Queensland's rich and varied Aboriginal and Torres Strait Islander communities including the hinterland, desert, urban, coastal and Torres Strait regions, and their many language groups.

About the artist: Uncle Paul Calcott

Uncle Paul Constable Calcott is of the Wiradjuri people on his father's side, who are from the Bathurst, Wellington and Dubbo areas of NSW. His mother is Irish from Guyra, NSW.

Uncle Paul contracted polio at around 18 months of age, and he has worked in the area of disabilities and community services for almost 30 years. He is committed to ensuring First Peoples living with disability have access to services and supports that help keep them strong.

Art plays a huge part in how Uncle Paul engages and supports others living with disability to build resilience and connect to their community and culture. He facilitates a Queensland-based art group for First Peoples artists living with disability that represents multiple language groups' disability stories.



“ I first became involved with the NIISQ team several years ago through my work in disabilities and supporting community members to access disability supports that are culturally respectful for them.

The NIISQ team wanted to provide this for First Peoples living with disability who may access the NIISQ Scheme.

Over the years, they have demonstrated their respect, value and acknowledgement of the history and culture of the First Peoples of this country. Led by CEO Neil Singleton and his team, they have developed strong relationships with not only me, but other Elders and community members living with disability, and they have embedded a strong respect for culture across all their programs.

I see this RAP as not only a commitment to building on these relationships, but also an opportunity to showcase their achievements and the leadership they have shown in working towards truly meaningful reconciliation.

— Uncle Paul Calcott



Our vision for reconciliation

Our vision for reconciliation is to:

- walk alongside First Peoples and communities to build strong and respectful relationships
- foster an organisation that acknowledges and appreciates First Peoples ways of knowing and doing
- ensure First Peoples receive culturally safe services and equitable access to NIISQ and feel valued and respected
- offer First Peoples businesses and research partners equal opportunities within the NIISQ Agency





A message from the CEO

In 2016 as interim CEO of the NIISQ Agency, I was privileged to receive the Walking Together artwork from respected artist and proud Wiradjuri man Uncle Paul Calcott. The artwork and the story it tells reflect the important work of the Agency and the NIISQ in providing lifetime treatment, care and support benefits to seriously injured people.

Through engagement with First Peoples and various representative groups, I have heard and seen how important it is for the Agency to take strong positive steps to be culturally safe and respectful, for our staff, for service providers and for our participants and their family and carers.

When I returned to the Agency in June 2021, I was so pleased to see that Agency staff have maintained their passion and energy for a range of First Peoples initiatives and programs.

Developing our Reconciliation Action Plan will create our overarching framework for our existing and future initiatives. The team have my total support and commitment to this Plan.

Neil Singleton

Chief Executive Officer



A message from Reconciliation Australia

Reconciliation Australia welcomes the National Injury Insurance Agency Queensland (NIISQ Agency) to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

The NIISQ Agency joins a network of more than 1,100 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 the NIISQ Agency 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 NIISQ Agency, 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

The National Injury Insurance Scheme, Queensland (NIISQ) funds necessary and reasonable lifetime treatment, care and support for people who have sustained an eligible serious personal injury in a motor vehicle accident in Queensland, on or after 1 July 2016. NIISQ is a no-fault scheme, meaning necessary and reasonable treatment, care and support can be funded regardless of who was at fault in the accident. The injured person must also meet all eligibility criteria outlined in the National Injury Insurance Scheme (Queensland) Act 2016 (the NIISQ Act) and National Injury Insurance Scheme (Queensland) Regulation 2016 (the Regulation).

In line with the NIISQ Act, an eligible serious personal injury includes:

- Permanent spinal cord injuries
- Traumatic brain injuries
- Multiple or high-level limb amputations
- Permanent injury to the brachial plexus
- Severe burns
- Permanent blindness caused by trauma.

As Queensland's lifetime care Scheme, we have participants from many different age groups and cultural backgrounds living throughout the state, as well as a small number who reside interstate and in other countries.

The NIISQ Agency

The National Injury Insurance Agency, Queensland (NIISQ Agency) was also established on 1 July 2016 to assess eligibility and arrange payment of necessary and reasonable treatment, care and support for NIISQ participants, as well as managing and monitoring the provision of these services. As of 3 June 2022, the NIISQ Agency had a headcount of 93 staff members, with one person identifying as First Peoples.

Our Agency emphasises a collaborative and innovative working culture, which provides staff with the opportunity to deliver high-quality services for participants and excellence across all our business functions. While we have a central office location in Brisbane, we are able to offer staff flexible work opportunities and remote access to help our team stay connected regardless of where they are located.

Our vision

By 2026, our Scheme's participants will benefit from improved experiences and outcomes through our leadership of an aligned, intelligent and empowering ecosystem.

Our purpose

We are here to boldly lead our Scheme to create amazing outcomes for our participants.

Our values

- We **care** about people's experiences, and how things turn out for them
- We have **courage** to keep aiming higher and to keep going until we hit the mark
- We believe in **empowering** people and partners to achieve more
- We **innovate** to elevate our impact
- We built **trust** so that the whole system can be more effective

Our RAP

As an Agency, we are proud to be making progress towards the finalisation of our first Reconciliation Action Plan (RAP) under the guidance of Reconciliation Australia. We are committed to ensuring the services we provide are culturally sensitive for First Peoples and their families and we are looking forward to providing additional resources for participants in the future.

Our vision for reconciliation is to:

- walk alongside First Peoples and communities to build strong and respectful relationships
- foster an organisation that acknowledges and appreciates First Peoples ways of knowing and doing
- ensure First Peoples receive culturally safe services and equitable access to NISQ and feel valued and respected
- offer First Peoples businesses and research partners equal opportunities within the NISQ Agency

Our Reconciliation Action Plan Working Group (RWG) was formed by staff from different business units who volunteered their time and expressed an interest in undertaking the Agency's reconciliation journey. The RWG is responsible for reporting on and reviewing the RAP to maintain its focus and currency.

Our Reconciliation Action Plan Working Group (RWG)

Vicki Vanderent

Katey Elenitsas

Emma Tovell

Chelsea Hart

Samantha Lee

Kate Jackson

Donna Lock

Amanda Martin

Leigh Southam

The following activities will be carried out by the RWG:

- 1. Develop a Reconciliation Action Plan (RAP) within the context of the NISQ Agency's core business and in line with:**
 - The over-arching NISQ Agency strategic and operational plans
 - Any existing whole-of-government Aboriginal and Torres Strait Islander employment strategies
 - Any existing whole-of-government supplier diversity strategies
 - Any existing whole-of-government equality and diversity policies
- 2. Establish a collaborative/consultative process for engaging staff across the NISQ Agency so that they can provide:**
 - Ideas for the RAP
 - Comment on drafts
- 3. Create a project plan and timeline around the development, launch and implementation of the RAP, including consultation with Reconciliation Australia at regular intervals.**
- 4. Regularly liaise with relevant business units across the NISQ Agency, and other key stakeholders, to review progress of RAP actions and:**
 - Report RAP progress to Reconciliation Australia annually
 - Report RAP progress internally as per organisational requirements
 - Report RAP progress to relevant Aboriginal and Torres Strait Islander stakeholders
 - Reflect on key learnings in the development of new RAPs
- 5. Consider RAP implementation issues and consult with relevant business units to find solutions.**
- 6. Liaise with internal or external designers to finalise the RAP document and register it on Reconciliation Australia's website.**
- 7. Develop a new RAP when the current plan expires.**

Our partnerships and current activities

ACTIVITIES / INITIATIVES

Getting Strong Again

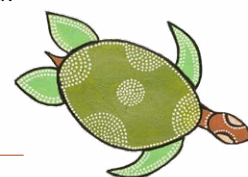
We proudly launched the culturally safe resource Getting Strong Again during NAIDOC week in July 2018. Developed in partnership between the NISQ Agency and the First Peoples Disability Network (Australia), the resource is intended to help Aboriginal and Torres Strait Islander participants talk with NISQ Agency Support Planners about their goals and identify their support needs.

Getting Strong Again was designed to help Support Planners start the planning conversation in a respectful way. Aboriginal and Torres Strait Islander people living with disability, Elders and community members across Queensland and the Torres Strait Islands were consulted during the development of this resource.

Getting Strong Again includes a planning booklet which adopts the traditional method of storytelling, cultural symbols and artwork to assist Aboriginal and Torres Strait Islander

people living with serious personal injury to identify the support they may need to get strong again in their culture, family, community and relationships.

Inclusion of the sea turtle represents people connected to salt water and that no matter how far someone travels, they always have a connection to their home and can find their way back. The emu and kangaroo tracks throughout represent a connection to land. As these native animals are unable to walk backwards, they encourage the participant to always move forward while getting strong again. The footsteps lead to the various areas of the participant's life, with the NISQ Agency walking alongside the participant in their journey. The artwork is by Uncle Paul Calcott. Supporting animations have been developed to explain the cultural symbolism and provide guidance for the booklet. The animations can be viewed on our website at niis.qld.gov.au.



Aboriginal artwork project

First Peoples art is closely linked to traditional ceremonies, rituals and knowledge.

Today, dreamtime stories continue to be handed down through generations through storytelling and paintings (and song and dance) as a method to keep traditions and culture alive.

Incorporating First Peoples symbols and artwork into displays and other materials is one way for the NISQ Agency to visually reflect the respect that we have for Aboriginal and Torres Strait Islander cultures.

We have embarked on an artwork branding project that incorporates elements of the Getting Strong Again and Walking Together (front cover) artworks in an extended design project that allows us to include these significant images in various aspects of NISQ communication collateral.

The artwork project will become an extension of the NISQ Agency's own visual identity. It will visually support and reflect our commitment to creating culturally safe support, practices and welcoming environments for First Peoples participants, team members and other stakeholders.

Our partnerships and current activities

COMMUNITY PARTNERSHIPS

First Peoples Disability Network (FPDN)

We are proud to partner with Elder Uncle Paul Calcott and the First Peoples Disability Network as part of our commitment to create and provide culturally safe resources for First Peoples participants and their families. Uncle Paul and the FPDN worked with us in 2018 to create a bespoke resource, *Getting Strong Again*, for Support Planners to use with First Peoples participants and their families who are new to NISQ.

As part of our agreement with FPDN, we are able to leverage their experience and advice in the disability advocate space via regular training sessions to ensure our service delivery to participants remains at the highest standard and is culturally appropriate.

New building smoking ceremony

As part of our Agency's relocation to a new office building, we wanted to mark the occasion with a smoking ceremony. The memorable ceremony was undertaken by Shannon Ruska from Tribal Experiences who is a descendant of the Yuggera, Turrbal, Nunukul, Gorenpul/Cooperoo, and Yugembir peoples.

The ceremony cleansed the new office to make way for the future, allowed staff to pay our respects to past, present and emerging Elders, and learn about the Turrbal and Yuggera peoples' connection to the Country on which our new office is located.

Agency cultural capability training

As part of our commitment to providing an inclusive workplace and engaging capability and development opportunities, in February 2022 we provided all staff in the Agency with an inaugural Cultural Capability training session.

The training was facilitated by Barrister and Indigenous Lawyers Association of Queensland President Avelina Tarrago, a Wangkamadla woman from central-west Queensland, who grew up in Brisbane.

Due to COVID restrictions, we held the training virtually, with staff able to remotely dial in from wherever they were located.

Topics were centred around general Cultural Capability knowledge, as well as an overview of how road trauma impacts on First Peoples, their families and their communities. Staff were also able to submit questions and scenarios to the facilitator for advice and discussion.





Consultation

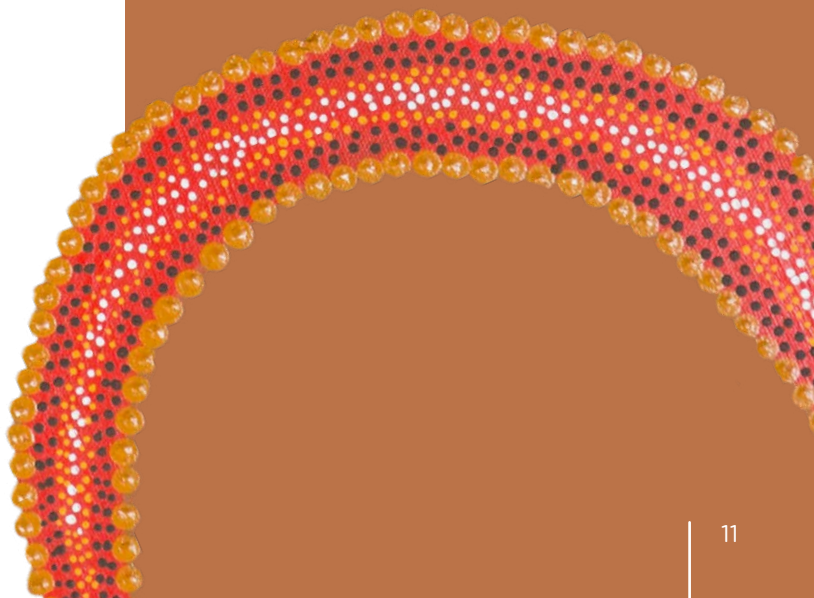
It is important to us that First Peoples voices are heard on matters that involve them. Throughout development of this RAP, the RWG was honoured with representation from First Peoples graduates from the shared services team at the Motor Accident Insurance Commission. We sincerely thank them for lending their time, expertise and lived experience throughout this process.

We are committed to participant-centred service, and we recognise there is no one-size-fits-all approach.



We operate on being respectful and inclusive, and ensure culturally safe resources and education are instilled in our practices.

While this is our first formalised plan, to date, in our reconciliation journey, we have already commenced partnerships and activities to demonstrate this commitment to inclusivity.



— The NIIAQ Agency RWG

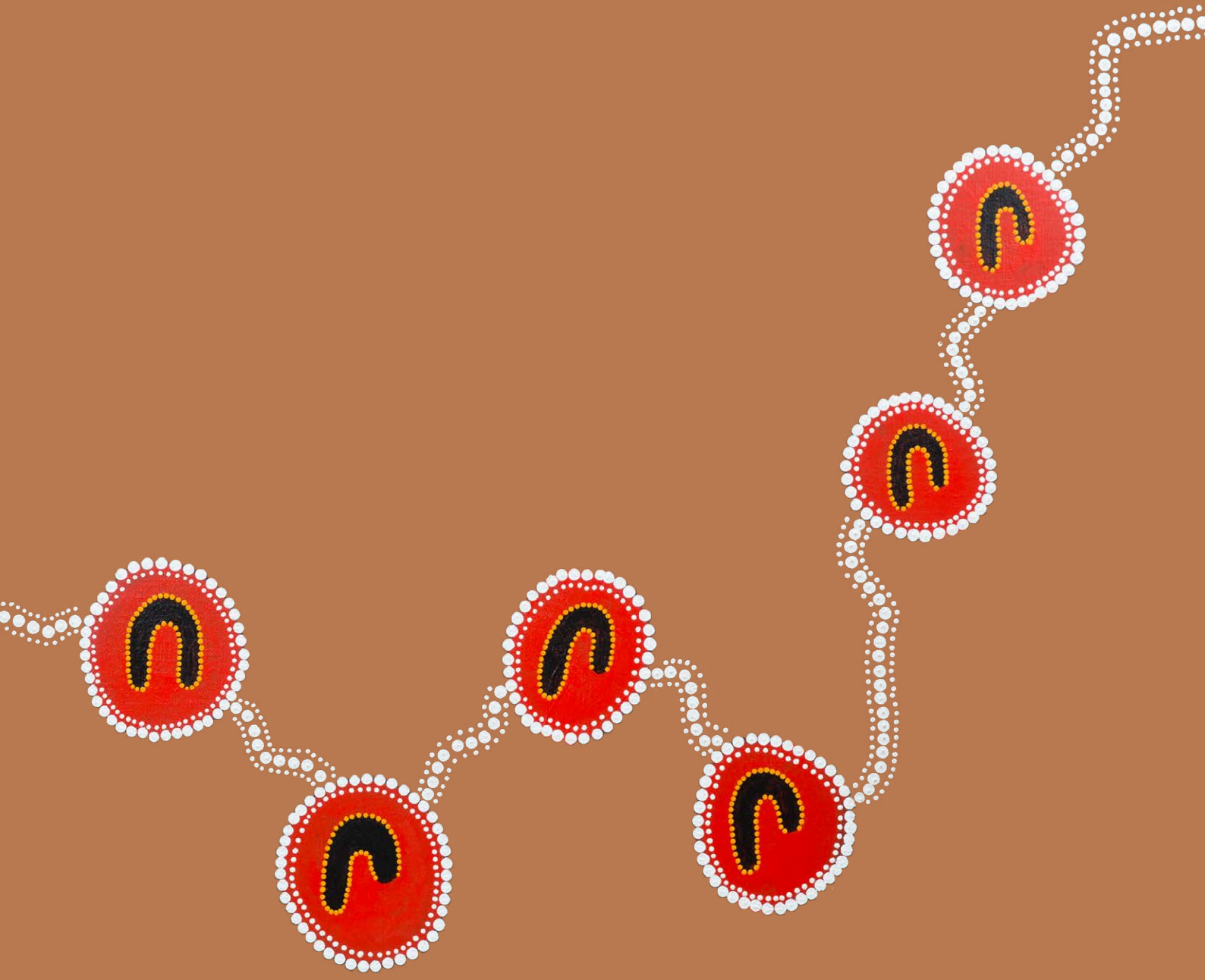


Action plan

Action	Deliverable	Timeline	Responsibility
 Relationships			
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Commence August 2022 - ongoing initiative measured quarterly	Support Planners
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2022	Support Planners
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	Late April/early May 2023	Manager Communication
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2023	Senior Advisor - Comms & Engagement
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2023	Director, People Policy & Communication
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Commence August 2022 - ongoing initiative measured quarterly	Manager Communications
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2022	Business Support Officer
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2022	Business Support Officer
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	October 2022	Director, People Policy & Communication
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2022	Director, People Policy & Communication
 Respect			
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.	Complete by February 2023	Manager Communication
	Conduct a review of cultural learning needs within our organisation.	Complete by January 2023	Senior Advisor - Comms & Engagement
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 2022	Business Support Officer
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	October 2022	Business Support Officer
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Continue to raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2023	Manager Communication
	Inform staff about NAIDOC Week by promoting external events in our local area.	July 2023	Senior Advisor - Comms & Engagement
	RAP Working Group to participate in an external NAIDOC Week event.	July 2023	Senior Advisor - Comms & Engagement

Action plan

Action	Deliverable	Timeline	Responsibility
 Opportunities			
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.	March 2023	Manager Communication (with Human Resources)
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2023	Senior Advisor - Comms & Engagement
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.	March 2023	Support Planners (with Service Delivery & Development)
	Investigate Supply Nation membership.	January 2023	Senior Advisor - Comms & Engagement
 Governance			
Maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	Ongoing - commence August 2022. Monthly meetings to check in	Manager Communication
	Review and update Terms of Reference for the RWG.	November 2022	Manager Communication
	Ensure First Peoples representation on the RWG.	Ongoing - commence August 2022	Manager Communication
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2022	Support Planners
	Engage senior leaders in the delivery of RAP commitments.	Ongoing - commence August 2022	Support Planners
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022	Manager Communication
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	February 2023	Manager Communication



NIISQ

The National Injury Insurance Agency,
Queensland (NIISQ Agency)

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