

Infoxchange Group
October 2020 – October 2021



REFLECT RECONCILIATION ACTION PLAN



ABOUT THE ARTWORK

The original artwork in this Reconciliation Action Plan (RAP) was commissioned by the Infoxchange Group and designed by Marcus Lee, a proud Aboriginal descendant of the Karajarri people of Western Australia.

The artwork expresses a person empowered by technology and the digital inclusion of all urban, regional and remote Aboriginal and Torres Strait Islander communities.

The central concentric circles in the design symbolise the three pillars of reconciliation – Relationships, Respect and Opportunities.

The four circular corners are symbolic of the Infoxchange Group's journey pathways to reconciliation. Journey pathways weave and interconnect throughout the artwork, representing our ongoing connections to Aboriginal and Torres Strait Islander people and communities.

The Infoxchange Group acknowledges and respects Marcus Lee as the custodian of the cultural knowledge represented within this beautiful artwork. Marcus Lee Design is accredited by Supply Nation.

A MESSAGE FROM OUR CEO

On behalf of the Infoxchange Group, I am pleased to present our first Reconciliation Action Plan (RAP).

Infoxchange's vision is technology for social justice, and we've always been incredibly proud of our work to support Aboriginal and Torres Strait Islander communities through the smart and creative use of technology – more details on which you will find included in this document.

This RAP represents an important new step for us in expanding and strengthening those existing relationships and allows us to explore new ways of acknowledging and honouring the contributions of Aboriginal and Torres Strait Islander peoples.

As we are just beginning our reconciliation journey, we have chosen a "Reflect" RAP which sets out the steps we plan take to prepare our organisation for reconciliation initiatives in future RAPs.

I would like to thank our RAP Working Group for their hard work in developing and implementing this RAP, and acknowledge our Board, Senior Leadership Team and all our staff for their support on our journey to this point.

We are committed to delivering our vision for reconciliation, we look forward to reporting on our progress at the end of this RAP.



David Spriggs
Infoxchange Group CEO



**For more information about this RAP,
please contact:**

Jessica Kitch
People & Culture Manager
+61 3 9418 7400
jkitch@infoxchange.org

OUR BUSINESS

Infoxchange is a not-for-profit social enterprise that has been delivering technology for social justice for over 30 years. With over 150 staff across Australia and New Zealand, we tackle the biggest social challenges through the smart and creative use of technology.

We work with community, government and corporate partners to solve issues around homelessness, family violence, mental health and disability, as well as supporting Indigenous communities, women, youth and families.

Our products and services are used by over 25,000 organisations across the government and community sectors. We provide the right tools to improve efficiency and deliver greater impact – from nation-wide service coordination systems to IT advice for individual organisations.

And through our work in digital inclusion and social innovation we use technology to empower people experiencing disadvantage, driving social inclusion and creating stronger communities. We believe no-one should be left behind in today's digital world.

In November 2018, Infoxchange joined forces with Connecting Up. Together, we are Australia and New Zealand's leading not-for-profit dedicated to using technology to improve the lives of people experiencing disadvantage and the organisations that support them.

We have office locations in Melbourne, Brisbane, Adelaide and Auckland. We currently employ one person that identifies as Torres Strait Islander.

OUR RECONCILIATION ACTION PLAN

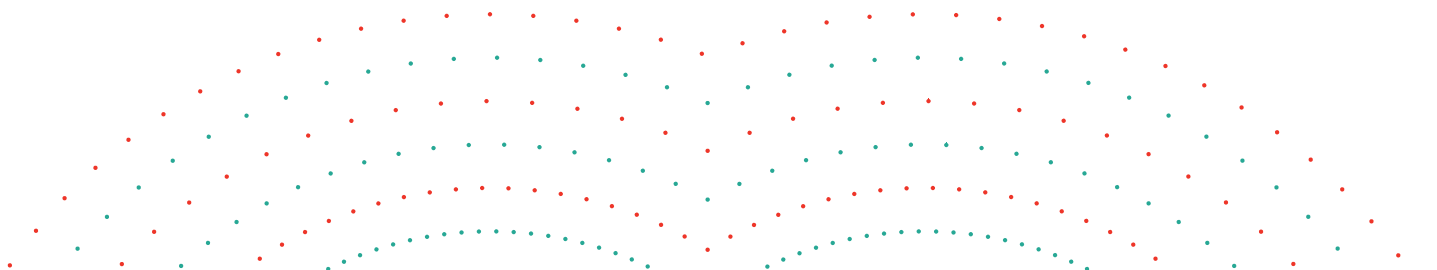
The Infoxchange Group is developing a RAP to reflect our vision for reconciliation – respectful, enduring and mutually-beneficial relationships with Aboriginal and Torres Strait Islander peoples. Our aim is to use the RAP to enable us to:

- Focus on building relationships with Aboriginal and Torres Strait Islander peoples and communities.
- Raise awareness internally about Aboriginal and Torres Strait Islander issues and our commitment to acknowledge and honour the invaluable contributions made, and that continue to be made, by Aboriginal and Torres Strait Islander peoples.
- Consider ways in which we can develop our products and services, and support our customers, to be more responsive to the needs of Aboriginal and Torres Strait Islander peoples.
- Move towards our vision of reconciliation.

In developing this RAP, we have decided on a "Reflect" RAP, in recognition that we are only at the beginning of our reconciliation journey.

Our RAP Working Group consists of at least one representative from our three offices across Australia. This includes two Application Consultants from our Brisbane office, a Customer Experience Coordinator from our Adelaide office as well as a Product Manager, Head of Corporate Services and a People and Culture Manager from our Melbourne office. Additionally, we have incorporated Aboriginal and Torres Strait Islander perspectives and representation into the working group with one of our members identifying as Torres Strait Islander.

It is this group who are responsible for driving the development, endorsement and subsequent implementation of the RAP, with our People and Culture Manager to champion it. The group is supported further by the CEO of the Infoxchange Group and the Marketing and Communications team.





OUR PARTNERSHIPS AND CURRENT ACTIVITIES

We have significant community partnerships with the most notable being associated with Ask Izzy, our website that connects people in need with thousands of support services including housing, food, money help, family violence support, counselling and much more.

After initially being developed with a focus on people experiencing homelessness, Ask Izzy has been enhanced to better meet the needs of Aboriginal and Torres Strait Islander communities. Funded by the Victorian Government, the initial phase of this project involved extensive engagement and codesign with Aboriginal networks and local communities, including Victorian Aboriginal Health Service, Victorian Aboriginal Community Controlled Health Organisation, Rumbalara, Parkies, Collingwood Billabong, Local Aboriginal Networks and other community groups across Victoria.

Additionally, we currently have 985 Aboriginal and Torres Strait Islander not-for-profits and charities registered with Connecting Up across Australia who can access donated and discounted technology.

Organisational initiatives have recently been implemented to assist Infoxchange to be more culturally inclusive and supportive of Aboriginal and Torres Strait Islander peoples, including:

- The purchase of Aboriginal artwork from the “Torch Project” which supports Aboriginal and Torres Strait Islander artists who are, or have recently been, incarcerated in a correctional facility in Victoria.
- The procurement from Aboriginal suppliers and businesses when possible, particularly Marcus Lee as a graphic designer who has assisted in further developing Ask Izzy’s artwork, and who designed this document.
- An update to all staff email signatures to reflect Acknowledgment of Traditional Owners of the land and incorporate Aboriginal and Torres Strait Islander flags as well as a link to the Uluru Statement from the Heart.
- An update to the Infoxchange and Connecting Up websites to include an Acknowledgment of the Traditional Custodians of the land.
- Hosting an internal smoking ceremony with a local Wurundjeri Elder to celebrate National Reconciliation Week. This was held at our head office in Melbourne.
- Events during NAIDOC Week to celebrate Aboriginal and Torres Strait Islander cultures and histories.
- Face-to-face cultural sensitivity training for staff working in projects with Aboriginal communities.
- Commencing every annual Connecting Up conference with a Traditional Owner giving a Welcome to Country, and gifting our speakers and presenters with hand-crafted Aboriginal gifts.



TECHNOLOGY

FOR SOCIAL

JUSTICE

www.infochange.org



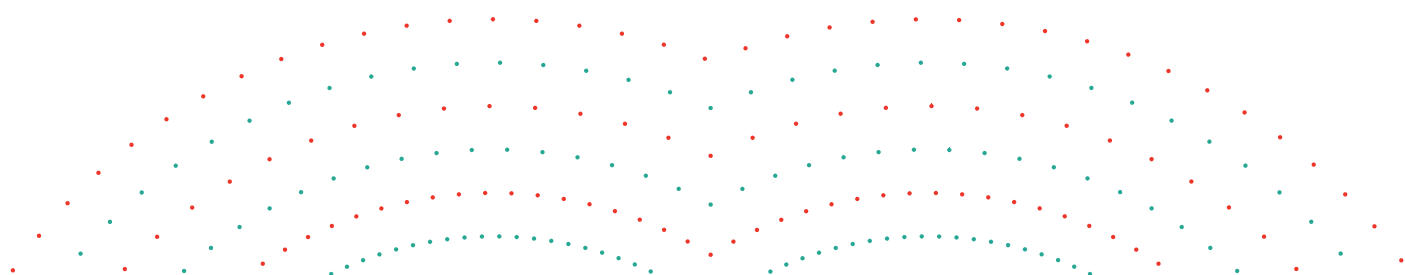
OUR RECONCILIATION ACTION PLAN 2020–2021

RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2020	Product Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2020	Product Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2021	Marketing & Communications Team Lead
	RAP Working Group members to participate in an external NRW event.	27 May–3 June 2021	People & Culture Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May–3 June 2021	People & Culture Manager
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	September 2020	CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2020	Application Consultant
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	October 2020	Application Consultant
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	November 2020	People & Culture Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	November 2020	People & Culture Manager

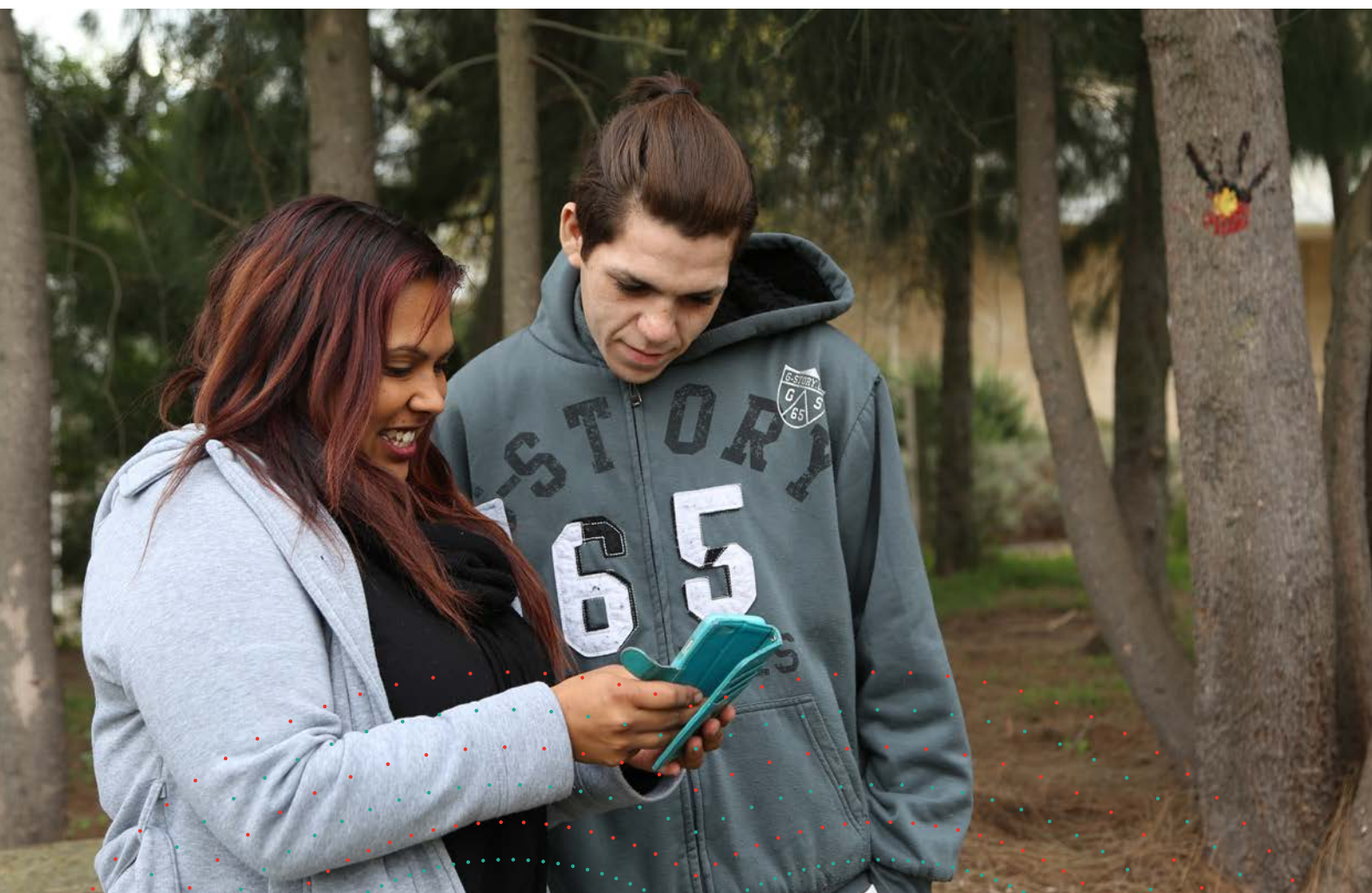
RESPECT

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2020	People and Culture Manager
	Conduct a review of cultural learning needs within our organisation.	December 2020	People and Culture Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	January 2021	Application Consultant
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	January 2021	People & Culture Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	November 2020	Marketing and Communications Team Lead
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	November 2020	Marketing and Communications Team Lead
	RAP Working Group to participate in an external NAIDOC Week event.	November 2020	People & Culture Manager



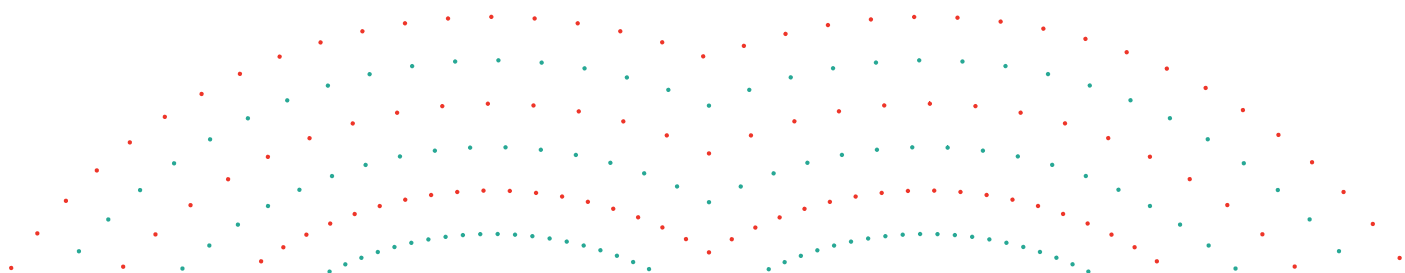
OPPORTUNITIES

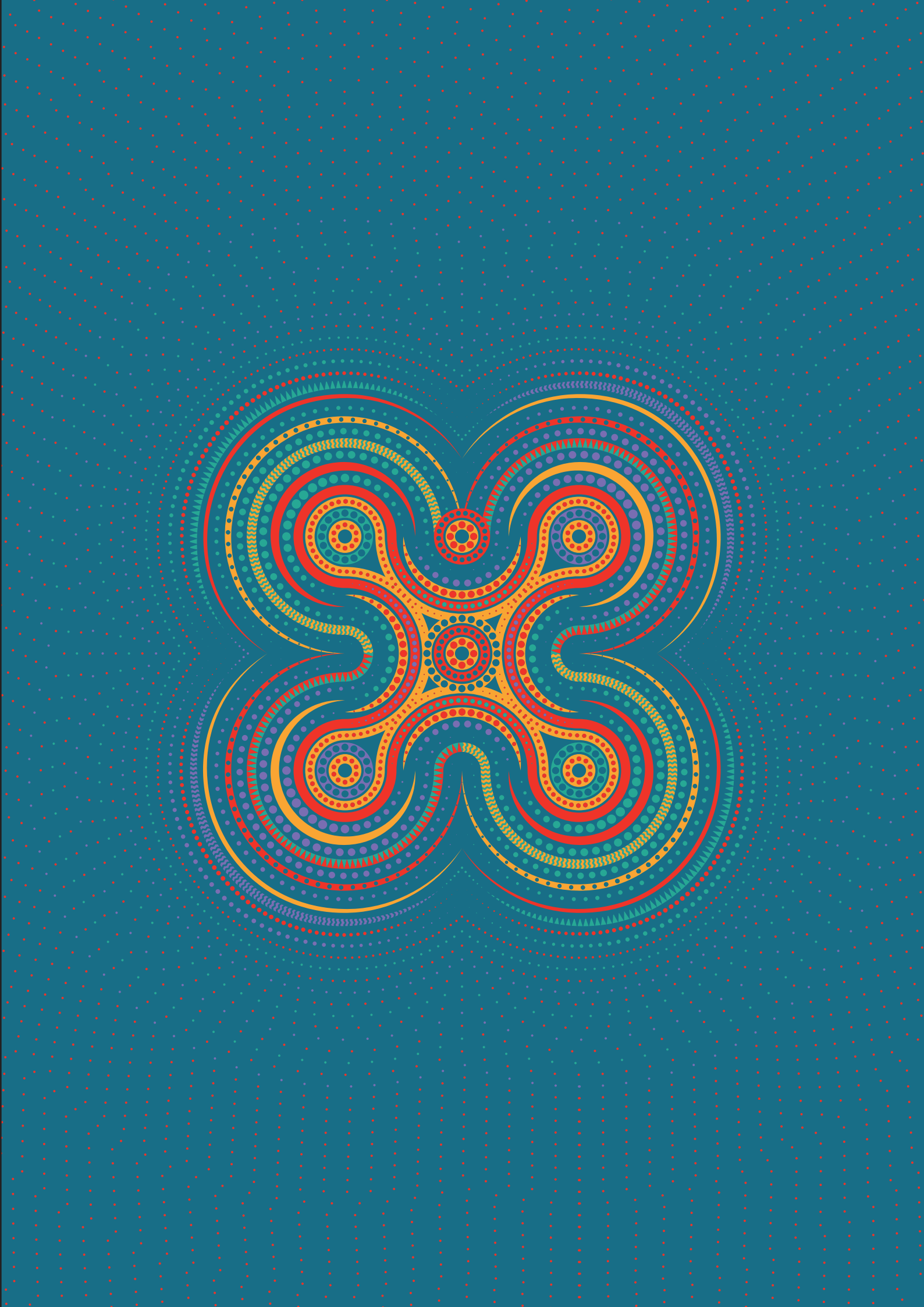
Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2021	People and Culture Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2020	People and Culture Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	March 2021	Head of Corporate Services
	Investigate Supply Nation membership.	March 2021	Head of Corporate Services



GOVERNANCE

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	February 2021	People and Culture Manager
	Draft a Terms of Reference for the RWG.	December 2020	Head of Corporate Services
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2020	People and Culture Manager
	Meet at least four times per year to drive and monitor RAP implementation.	August 2021	People and Culture Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2021	People and Culture Manager
	Maintain an internal RAP Champion from senior management.	February 2021	Head of Corporate Services
	Engage senior leaders in the delivery of RAP commitments.	April 2021	Head of Corporate Services
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2021	People and Culture Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	People and Culture Manager
	Report RAP progress to all staff and senior leaders bi-annually	February/September 2021	People and Culture Manager
	Publicly report our RAP achievements, challenges and learnings annually	August 2021	People and Culture Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	May 2021	People and Culture Manager







+61 3 9418 7400
info@infoxchange.org
www.infoxchange.org



+61 8 8212 8555
customercare@connectingup.org
www.connectingup.org



+64 9 8870 291
support@techsoup.net.nz
www.techsoup.net.nz



We acknowledge the traditional custodians of the land and pay respect to elders past, present and emerging.

Follow us on:

