

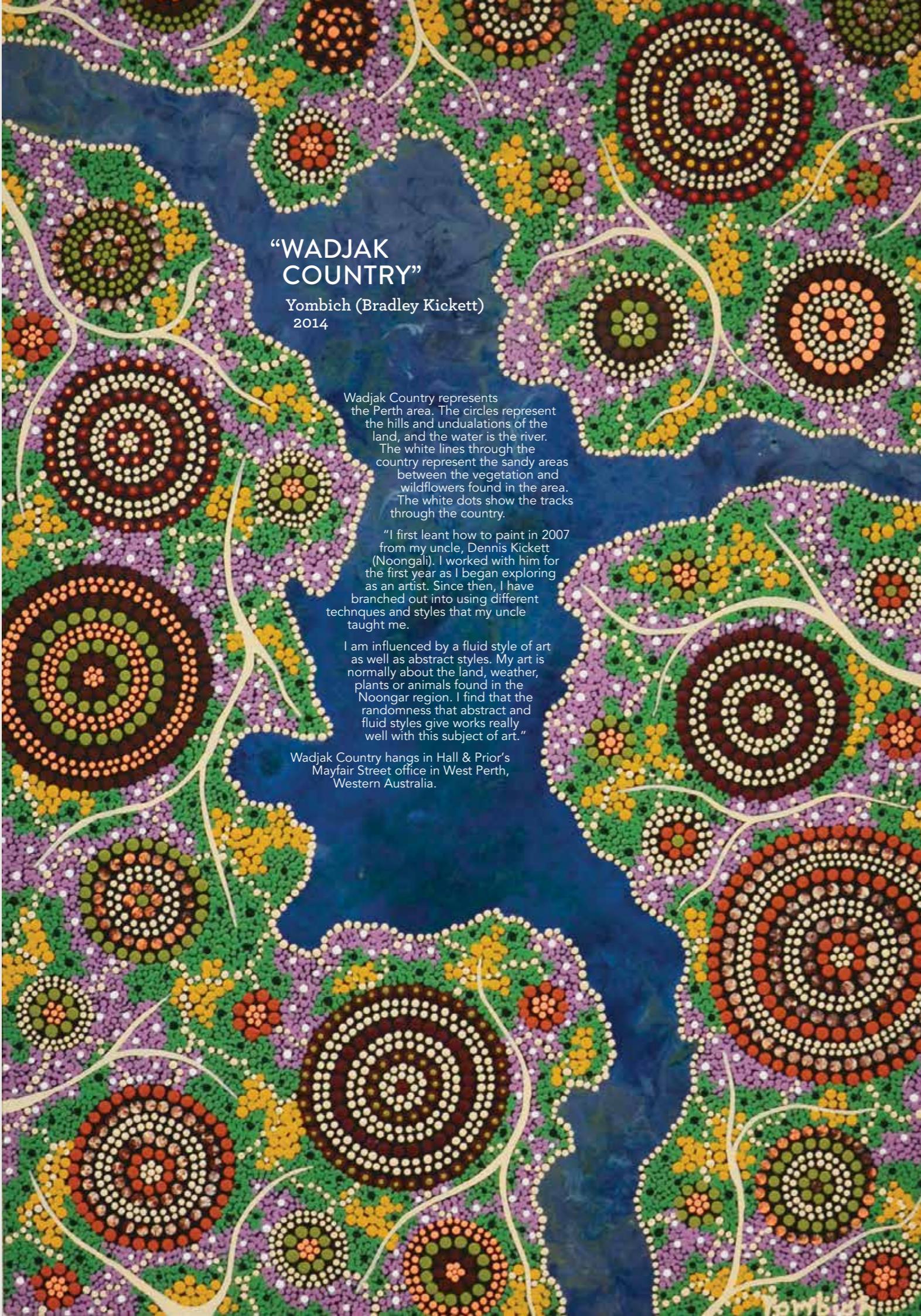
HALL & PRIOR

## Reconciliation Action Plan

2018-20



HALL & PRIOR  
*Health & Aged Care Group*



## OUR VISION FOR RECONCILIATION

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Hall & Prior’s vision for reconciliation is for all Australians to be connected, dynamic and strong with an embedded acknowledgement and respect. Our plan is to lead the way in the provision of aged care services and employment opportunities for all people within our community.

Hall & Prior commenced operations in 1992, shaped by a passion for providing quality care to older people from all walks of life. During that time, Hall & Prior has grown from a single family-owned nursing home to a leading Australian aged care provider.

### Our business

In 2018, Hall & Prior care for almost 2,000 older people in Western Australia and New South Wales, both in our care homes and in the community.

We employ over 1,900 staff in care, nursing, hospitality, allied health, management and administration.

Hall & Prior have developed strong partnerships and relationships within community, government and industry stakeholders who have assisted us to become a best practice leader in the aged care sector.

### Our Reconciliation Action Plan

The RAP was originally championed by Graeme Prior, Hall & Prior’s Chief Executive Officer, in 2013 to ensure that our care programs and our organisation are more accessible for Aboriginal and Torres Strait Islander people. This initiated the employment of Hall & Prior’s first Indigenous Advisor and a full-time Aboriginal Health Coordinator at Windsor Park.

Our second RAP is reflective of the journey Hall & Prior have taken and will be the foundation for our organisation to listen, learn and improve our services so they are appropriate for people from all walks of life.

We present this RAP as a working document where we will capture and record our progress against our planned actions.

*Take the Y out of ‘Yours’ and it becomes ‘Ours’...*

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## A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

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I am delighted to present Hall & Prior's second Reconciliation Action Plan (RAP). This RAP will build upon the achievements of our inaugural RAP, published in 2015, and seek to further our organisation's commitment to reconciliation.

The RAP focusses on four main areas that have different actions and levels of engagement and support.

The four areas are:

- ◆ relationships
- ◆ respect
- ◆ opportunities
- ◆ tracking progress and reporting.

Hall & Prior have adopted a RAP that will enable us to continue to build relationships internally and externally, and will also raise awareness with stakeholders to ensure there is a shared understanding and ownership of the RAP within our organisation.

The development of the RAP will involve consultation with our Aboriginal and Torres Strait Islander staff, and also with our stakeholders to achieve our vision for reconciliation.

This plan outlines the actions the organisation has committed to from 2018 to 2020. I am proud to support these initiatives and look forward to seeing the benefits of the RAP in our organisation's future.

**GRAEME PRIOR**  
Chief Executive Officer  
July 2018

# RELATIONSHIPS

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**Aim:** To build relationships with the Aboriginal and Torres Strait Islander communities, organisations and individuals.

ACTION	RESPONSIBILITY	TIMELINE	DELIVERABLES
Develop an organisation wide ATSI Traineeship Framework, with opportunities in direct care, hospitality, corporate, landscape and maintenance.	◆ Learning & Development ◆ Health & Care Services	2018/2019	◆ Establish strong relationships with Aboriginal Workforce Development Centre. ◆ Establish internal ATSI traineeship opportunities, whereby Hall & Prior is the employer. ◆ Centralise the coordination of ATSI student placements ◆ Establish / strengthen hosting partnerships with ATSI aged care service providers and registered training organisations to help foster learning opportunities and career pathways
Reinstigate the Hall & Prior RAP Working Group (RAPWG).	◆ Corporate Services Manager	March 2018	◆ Form and facilitate a RAP Working Group (to support the development and implementation of the RAP) comprised of Aboriginal and Torres Strait Islander staff, key managers and staff from across the group.
Celebrate NRW by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships	◆ Indigenous Advisor ◆ All management staff	27 May to 3 June, annually	◆ Organise at least one internal event each year.
Raise internal awareness of the RAP.	◆ RAPWG	June 2018	◆ Promote the revised RAP through internal publications and on the Hall & Prior website. ◆ Annual reporting on progress towards RAP deliverables shared in organisational publications ◆ Present information to all relevant areas of our business to ensure they have an understanding of how their area can contribute to the RAP.
Actively seek Aboriginal and Torres Strait Islander involvement in the Hall & Prior workplace.	◆ Chief Executive Officer ◆ Regional Directors ◆ HR Manager ◆ HR Officer ◆ Indigenous Advisor ◆ Aboriginal Health Coordinator ◆ RAPWG	August 2018	◆ All Hall & Prior job advertisements indicate that Hall & Prior has a Reconciliation Action Plan and that we actively encourage applicants from an Aboriginal and Torres Strait Islander backgrounds ◆ The HR Officer to inform on a fortnightly basis local Aboriginal job seeker agencies of opportunities within the Hall & Prior group.
Actively seek relationships with Aboriginal Health Service providers	◆ Health & Care Services	August 2018	◆ Formal relationships with Aboriginal health services that actively contribute to the care and service provision for our Aboriginal residents

# RESPECT

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**Aim:** To embed an organisational culture that is welcoming and respectful to all individuals.

ACTION	RESPONSIBILITY	TIMELINE	DELIVERABLES
Investigate cultural development.	<ul style="list-style-type: none"> <li>◆ Learning &amp; Development</li> <li>◆ Health &amp; Care Services</li> </ul>	August 2018, for inclusion in training plan 2019	<ul style="list-style-type: none"> <li>◆ Develop a business case for cultural awareness capability and development and present key findings to executive</li> <li>◆ Develop / source e-learning module to increase staff cultural awareness around Aboriginal and Torres Strait Islander peoples. View to make completion a requirement for all employees.</li> <li>◆ Collaborate with DTA to establish sustainable employee L&amp;D program around Aboriginal and Torres Strait Islander peoples living with dementia.</li> </ul>
Recognise and celebrate NAIDOC Week.	<ul style="list-style-type: none"> <li>◆ All management staff</li> <li>◆ Indigenous Advisor</li> <li>◆ Aboriginal Health Coordinator</li> <li>◆ RAPWG</li> </ul>	Annually - First full week in July	<ul style="list-style-type: none"> <li>◆ Conduct various activities to recognise and celebrate NAIDOC Week</li> <li>◆ Provide opportunities for Aboriginal and Torres Strait Islander employees to participate in local NAIDOC Week events.</li> </ul>
Engage employees in understanding the protocols around 'Acknowledgement of Country' and 'Welcome to Country' ceremonies to ensure there is shared meaning behind the ceremonies.	<ul style="list-style-type: none"> <li>◆ Directors</li> <li>◆ CEO</li> <li>◆ All management staff</li> <li>◆ RAPWG</li> </ul>	Annually	<ul style="list-style-type: none"> <li>◆ Continue to ensure that acknowledgement and welcome to country protocols continue to be followed in line with policy</li> </ul>
Celebrate and share the success of Aboriginal and Torres Strait Islander Peoples within Hall & Prior.	<ul style="list-style-type: none"> <li>◆ All management staff</li> <li>◆ Indigenous Advisor</li> <li>◆ Aboriginal Health Coordinator</li> <li>◆ RAPWG</li> </ul>	October 2018	<ul style="list-style-type: none"> <li>◆ Distribute Aboriginal and Torres Strait Islander newsletters that highlight the successes of Aboriginal and Torres Strait Islander people to staff.</li> <li>◆ Profile Aboriginal and Torres Strait Islander staff in staff publications.</li> </ul>

# OPPORTUNITIES

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**Aim:** To enhance opportunities for meaningful engagement with Aboriginal and Torres Strait Islander peoples, communities and organisations.

ACTION	RESPONSIBILITY	TIMELINE	DELIVERABLES
Commit to employing Aboriginal and Torres Strait Islander people within Hall & Prior.	<ul style="list-style-type: none"> <li>◆ Directors</li> <li>◆ Chief Executive Officer</li> </ul>	March 2015 (continuing)	<ul style="list-style-type: none"> <li>◆ Improve data capture and reporting regarding Aboriginal and Torres Strait Islander staff, students, trainees and volunteers at Hall &amp; Prior homes</li> <li>◆ Review relevant procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employment.</li> <li>◆ Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.</li> <li>◆ Develop and promote a cultural leave policy for staff, utilising Special Leave</li> <li>◆ Strengthen relationships with Aboriginal training providers</li> </ul>
Investigate and encourage business procurement opportunities for Aboriginal contractors and service providers.	<ul style="list-style-type: none"> <li>◆ Chief Executive Officer</li> <li>◆ Director of Operations</li> <li>◆ General Manager Fresh Fields</li> </ul>	July 2019	<ul style="list-style-type: none"> <li>◆ Review procurement policies to ensure there are no barriers to procurement from Aboriginal and Torres Strait Islander businesses.</li> <li>◆ Educate staff about using Aboriginal and Torres Strait Islander businesses.</li> <li>◆ Ensure commitment to a RAP plan / employment of aboriginal persons is considered when reviewing supply agreements.</li> <li>◆ Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.</li> </ul>

# TRACKING PROGRESS AND REPORTING

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ACTION	RESPONSIBILITY	TIMELINE	DELIVERABLES
Champion ongoing internal outcomes and support throughout Hall & Prior against actions stated in this RAP.	<ul style="list-style-type: none"> <li>◆ Chief Executive Officer</li> <li>◆ All management staff</li> <li>◆ RAPWG</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>◆ Define available resourcing for the RAP.</li> <li>◆ Collate internal and external data to measure the progress and success of the RAP.</li> <li>◆ Submit an annual report on our achievements to Reconciliation Australia.</li> </ul>
Monitoring and reporting.	<ul style="list-style-type: none"> <li>◆ RAPWG</li> <li>◆ Corporate Services Manager</li> </ul>	Annual	<ul style="list-style-type: none"> <li>◆ Establish reporting mechanisms, aligned to existing reporting schedules</li> <li>◆ Ensure that a RAP summary is included in the Hall &amp; Prior Annual Report</li> </ul>
Annual audit of the RAP	<ul style="list-style-type: none"> <li>◆ RAPWG</li> <li>◆ Corporate Services Manager</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>◆ Working group is established and will meet regularly throughout the year.</li> <li>◆ Update and refresh RAP if required.</li> </ul>



Fred and Carle West. Carlene is a former resident at Windsor Park

## **HEAD OFFICE**

16 -18 Mayfair Street, West Perth WA 6005  
PO Box 1593, West Perth WA 6872  
**T** 08 9321 1388  
**F** 08 9321 1490  
**E** [info@hallprior.com.au](mailto:info@hallprior.com.au)

## **NEW SOUTH WALES STATE OFFICE**

274 Burns Bay Road, Lane Cove NSW 2066  
PO Box 84, Lane Cove NSW 1595  
**T** 02 9427 8978  
**F** 02 9427 3218  
**E** [infonsw@hallprior.com.au](mailto:infonsw@hallprior.com.au)

**[hallprior.com.au](http://hallprior.com.au)**