

ORIMA Research Pty Ltd

REFLECT Reconciliation Action Plan January 2020 – January 2021

ORIMA pays respect to Aboriginal and Torres Strait Islander peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

MELBOURNE CANBERRA SYDNEY BRISBANE

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ORIMA Research Aboriginal and Torres Strait Islander Fieldforce Artwork

Our artwork depicts ORIMA Research's core values of conducting our work in an ethical manner with honesty, integrity, respect and humility. It also reflects our value of contributing to our community in a positive way. The painting represents the ORIMA Research Aboriginal and Torres Strait Islander Fieldforce, humbly visiting the country and community of other Australian First Nation peoples, sitting courteously with Australia's First Nation peoples, listening with integrity to the voices and thoughts of Australia's First Nation peoples and respectfully sharing as part of a community the views and thoughts of Australia's First Nation peoples.



ORIMA Research is privileged to have our Aboriginal and Torres Strait Islander Fieldforce artwork completed by **Tristan Pwerl Duggie**. Tristan comes from Mungkarta Community 80km south of Tennant Creek, Northern Territory. His family are from the Warumungu, Warlpiri and Alyawarr language nations of central Australia. In addition to being an accomplished artist Tristan has studied education and has a passion to see community development through education. He has worked in the Northern Territory Department of Education for over 7 years and works supporting remote students into boarding schools right across Australia.

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A message from the Managing Director

SZYMON DUNIEC



I am pleased to present ORIMA Research Pty Ltd's first Reconciliation Action Plan (RAP).

As an organisation, we have always upheld the principles of inclusion and diversity as key ingredients to achieving excellence in our work. This has meant that our business focus has involved building positive and respectful working relationships with Aboriginal and Torres Strait Islander peoples throughout Australia.

Although we haven't had a formal RAP, our commitment to the values and the five dimensions of reconciliation has been steadfastly strong for many years as evidenced in our business practices. We now look forward to formalising our commitment through our first RAP.

A handwritten signature in black ink that reads "S Duniec". The signature is stylized and cursive.

Szymon Duniec
Managing Director
ORIMA Research

Our business

ORIMA Research is Australia's largest provider of research, evaluation and data analytics services to Government – around 95% of our business is conducted for public sector clients. ORIMA is a privately owned, 100% Australian owned company that is independent of Government. We have offices in Melbourne, Canberra, Sydney and Brisbane and staff located across Australia.

We are a recognised leader in conducting research within Aboriginal and Torres Strait Islander communities. ORIMA Research has an in-house fieldforce of Aboriginal and Torres Strait Islander interviewers. This gives ORIMA a unique capability in the Australian market and social research industry to conduct targeted sensitive and robust national research with Aboriginal and Torres Strait Islander peoples.

Overall, ORIMA Research employs over 50 permanent staff, one of whom identifies as being Aboriginal and / or Torres Strait Islander, as well as a casual fieldforce of about 30 Aboriginal and Torres Strait Islander interviewers.

What we do

- Communications and Marketing Research
- Client and Stakeholder Research
- Employee Research
- Community Research
- Policy Development and Program Management Research
- Program Evaluations and Reviews
- Data Analytics
- Data Portals and Ballots
- Aboriginal and Torres Strait Islander Research and Omnibus Survey

Our Reconciliation Action Plan

One of our fundamental values is to make a genuine positive contribution to our community. A key expression of this value is our commitment to developing relationships and creating opportunities with Aboriginal and Torres Strait Islander peoples, based on respect and mutual understanding.

Throughout our company's history, we have maintained a strong focus on ensuring that our research with Australia's First Peoples is conducted in a respectful and sensitive way. We are privileged to have conducted many research projects with Aboriginal and Torres Strait Islander peoples, working with both our employees in our Aboriginal and Torres Strait Islander Fieldforce and our research participants.

Our Reconciliation Action Plan (RAP) formalises our commitment to working with, and creating opportunities for, Aboriginal and Torres Strait Islander peoples and communities. Although we have a history of working with Aboriginal and Torres Strait Islander peoples and communities, we approached the development of our first RAP as an opportunity to reflect on our journey to date and establish a strong foundation for further actions and activities. Hence, we have developed a Reflect RAP as a clear framework that will shape our thinking and enable us to adopt a more strategic and targeted approach to reconciliation over the long term.

As our first RAP, our Reflect RAP will provide a mechanism to implement and measure our steps towards reconciliation, and ensure we hold ourselves accountable for our progress.

Our Reconciliation Action Plan implementation

Our Reflect RAP will be implemented and its progress monitored over the course of 2020 – with the aim of progressing to an Innovate RAP by 2021.

As part of our commitment to implementation, we have established a RAP Working Group. In addition to developing and championing this RAP, the Working Group will be responsible for its implementation, overseeing progress and providing quarterly updates to the company Directors.

Our RAP Working Group includes staff from a range of business units and roles – ensuring broad representation across the organisation. The Working Group includes one staff member who identifies as Aboriginal.

To facilitate timely and effective decision making, the Working Group reports directly to Liz Duniec, Director.

RAP Working Group

Co-Chairs:

- Vaun Peate, Queensland General Manager
- Liesel van Straaten, Privacy and Ethics Officer

Aboriginal and Torres Strait Islander representatives:

- Aaron Annuscheit, IT Officer – Programming

Other Working Group members:

- David Bruce, Associate Partner
- Penny Moylan, Senior Research Consultant
- Arlene Hendricks, Office Manager and HR Administrator
- Kathryn Lumicisi, Team Operations Manager
- Frank Pietraroia, Aboriginal and Torres Strait Islander Fieldforce Coordinator

Our reconciliation journey to date

Established an Indigenous Education Fund

Helping Indigenous students successfully complete secondary education

Continuous development and expansion of Aboriginal and Torres Strait Islander Fieldforce

Growing the in-house capacity

Launched the Aboriginal and Torres Strait Islander Omnibus Survey

Improving access to community views on a range of topics

2011

2012

2012-present

2017

2018

Established an Aboriginal and Torres Strait Islander Fieldforce

Facilitating culturally appropriate research with Aboriginal and Torres Strait Islander peoples

ORIMA Research Human Research Ethics Committee Registered with NHMRC

Rob Hyatt is a committee member – an Aboriginal man with ties to Lake Tyers community and the Wotjobaluk in Western Victoria

Recruited one full-time staff member who identifies as Aboriginal

Improving Aboriginal and Torres Strait representation within the organisation

Current partnerships and activities

Aboriginal and Torres Strait Islander Education

In 2011, ORIMA Research established an Indigenous Education Fund to support the needs of Aboriginal secondary school students from Alice Springs and adjacent remote communities in the Northern Territory. The Fund is administered by Our Lady of the Sacred Heart College in Alice Springs with the aim of helping Aboriginal students successfully complete their Year 12 education.

In addition, ORIMA Research regularly donates to the Indigenous Literacy Foundation.

ORIMA Research Aboriginal and Torres Strait Islander Fieldforce and Omnibus Survey

In 2012, ORIMA Research established Australia's first fieldforce of Aboriginal and Torres Strait Islander interviewers. The objective was to facilitate research participation by Aboriginal and Torres Strait Islander peoples and communities and ensure that their views are adequately represented in market and social research. Over the years, our team of interviewers has conducted some major studies, including research for the Australian Government Department of Health in relation to the Health Heroes campaign and the National Tobacco Control campaign. To date, the Aboriginal and Torres Strait Islander Fieldforce has completed 34 projects.

In 2018, ORIMA Research launched the Aboriginal and Torres Strait Islander Omnibus Survey to improve access to Aboriginal and Torres Strait Islander community views and opinions in relation to government programs, policies and initiatives.

ORIMA Research Cultural Protocols

Our cultural protocols reflect how we operate and engage with Aboriginal and Torres Strait Islander communities throughout Australia. We acknowledge and recognise that Aboriginal and Torres Strait Islander nations, families and people are diverse, complex, and vary in language, traditions and cultures, and that consequently appropriate cultural protocols will need to vary within families, regions and communities.

Aboriginal and Torres Strait Islander peoples

ORIMA Research recognises that there are over 250 languages, not including dialects, spoken in Australia and that Aboriginal and Torres Strait Islander peoples identify and connect to Country through their language nations. When making reference to Australia's First Nation peoples ORIMA Research respectfully refers to the community as 'Aboriginal and Torres Strait Islander peoples'.

The term Indigenous is used when citing and referring to existing programs, organisations, agencies such as 'Indigenous Business Australia' or Reconciliation Australia's 'Indigenous Governance Program'.

ORIMA Research acknowledgement

ORIMA Research acknowledges and recognises the special and ongoing connection Aboriginal and Torres Strait Islander peoples have to their traditions, cultures, Country, lores and coastal areas. Our company's acknowledgement is written to honour Aboriginal and Torres Strait Islander peoples, ancestors, Elders past and present and to recognise their special continuous connection to Country and cultures.

ORIMA pays respect to Aboriginal and Torres Strait Islander peoples past and present, their cultures and traditions and acknowledges their continuing connection to land, sea and community.

Relationships

Having ongoing, respectful and meaningful relationships with Aboriginal and Torres Strait Islander peoples and communities is especially important to us. Employment of Aboriginal and Torres Strait Islander field staff, the funding of the Indigenous Education fund, and the appointment of a full-time National Aboriginal and Torres Strait Islander Fieldforce Coordinator – all provide opportunities for our people to engage directly with Aboriginal and Torres Strait Islander peoples, to enjoy their cultures and traditions, and to develop meaningful long-term 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.	March 2020	Queensland General Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2020	Fieldforce Coordinator
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	27 May – 3 June 2020	Privacy and Ethics Officer
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2020	Queensland General 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 2020	Privacy and Ethics Officer
	Organise at least one internal event for NRW.	27 May – 3 June 2020	Queensland General Manager
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	February 2020	Director, Liz Duniec
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2020	Fieldforce Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2020	Fieldforce Coordinator

Relationships (cont.)



Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	May 2020	Fieldforce Coordinator
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	May 2020	HR Manager
5. Participate and attend state / territory and / or national Aboriginal and Torres Strait Islander community events.	Create a National calendar of annual events celebrating and recognising Aboriginal and Torres Strait Islander cultures and peoples.	August 2020	Senior Research Consultant, Qualitative Team
6. Strengthen existing relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations.	Liaise with local Aboriginal and Torres Strait Islander peoples, organisations and stakeholders to develop guiding principles for future engagement.	April 2020	Fieldforce Coordinator

Respect

ORIMA Research is committed to promoting awareness and respect of Aboriginal and Torres Strait Islander peoples, cultures and diversity. Through our understanding and respect for Aboriginal and Torres Strait Islander peoples and cultures, we are able to carry on our reconciliation journey and continue delivering culturally appropriate research with Aboriginal and Torres Strait Islander peoples.



Action	Deliverable	Timeline	Responsibility
7. 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.	September 2020	Associate Partner, CoMPES Team
	Conduct a review of cultural learning needs within our organisation.	August 2020	HR Manager
8. 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 2020	IT Officer, Programming
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2020	Privacy and Ethics Officer
	Identify ways to involve the Aboriginal and Torres Strait Islander Fieldforce in organisational cultural knowledge acquisition.	September 2020	Fieldforce Coordinator
9. 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.	5 – 12 July 2020	Queensland General Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	5 – 12 July 2020	Privacy and Ethics Officer
	RAP Working Group to participate in an external NAIDOC Week event.	5 – 12 July 2020	Queensland General Manager
	Organise at least one internal event for NAIDOC Week.	5 – 12 July 2020	Privacy and Ethics Officer

Opportunities

We are committed to providing employment opportunities and professional development for Aboriginal and Torres Strait Islander peoples. Through our National Aboriginal and Torres Strait Islander Fieldforce and our partnerships and activities, we will continue to build and foster opportunities that support positive economic and social outcomes for Aboriginal and Torres Strait Islander peoples.



Action	Deliverable	Timeline	Responsibility
10. 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.	January 2020	Associate Partner, CoMPES Team
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2020	Privacy and Ethics Officer
11. 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.	October 2020	Associate Partner, CoMPES Team
	Investigate Supply Nation membership.	November 2020	Queensland General Manager
12. Expand our Aboriginal and Torres Strait Islander Fieldforce.	Continue to increase ORIMA's Aboriginal and Torres Strait Islander Fieldforce across Australia to ensure culturally appropriate research in Aboriginal and Torres Strait Islander settings.	September 2020	Fieldforce Coordinator
13. Continue to support Indigenous Education Fund.	Maintain contribution of \$5,000 annually to Our Lady of the Sacred Heart College in Alice Springs.	September 2020	Director (Liz Duniec)
	Identify one other school to include in the Indigenous Education Fund	September 2020	Queensland General Manager

Governance

We understand the importance of effective support and governance to the successful implementation of our RAP. As part of our commitment to our RAP, we have already established a RAP Working Group, which will enable us to commence and progress implementation quickly and efficiently.



Action	Deliverable	Timeline	Responsibility
14. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain and review the RAP Working Group membership to govern RAP implementation.	May 2020	Privacy and Ethics Officer
	Maintain and review Terms of Reference for the RWG.	May 2020	Queensland General Manager
	Maintain and review Aboriginal and Torres Strait Islander representation on the RWG.	May 2020	Privacy and Ethics Officer
15. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	January 2020	Queensland General Manager
	Engage senior leaders in the delivery of RAP commitments.	January 2020	Privacy and Ethics Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	January 2020	Queensland General Manager
16. 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 2020	Privacy and Ethics Officer
	RAP review and related education session at our annual Planning Days.	October 2020	Queensland General Manager
17. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	October 2020	Queensland General Manager

Contact

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