



Genie Solutions

Reflect

Reconciliation Action Plan

August 2021 – August 2022



RECONCILIATION
ACTION PLAN

REFLECT

A message from our Chief Executive Officer



I'm proud to introduce Genie Solutions' first Reconciliation Action Plan (RAP).

Genie Solutions is honoured to be a part of a community of organisations committed to working collaboratively with Aboriginal and Torres Strait Islander peoples in support of facilitating meaningful outcomes towards reconciliation.

We are committed to embedding the diverse histories, perspectives, cultures and knowledge of Aboriginal and Torres Strait Islander peoples into our business

I look forward to working with Reconciliation Australia and updating you on our progress.

A message from our Chief People Officer

I'm proud to lead Genie Solutions' Reflect Reconciliation Action Plan.

Recognising and celebrating Aboriginal and Torres Strait Islander histories and cultures is important to our company and as part of our RAP we are committed to improving how we do this across our business.

This Reflect RAP provides us with a pathway to build on our company's reconciliation journey. We know we still have a long way to go, and we are committed to work side-by-side with Traditional Owners and Aboriginal and Torres Strait Islander communities as we make positive changes across our business.

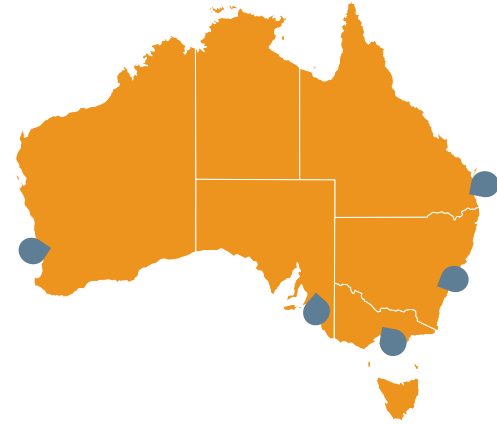


Our Business.

Genie Solutions is a trusted name in Practice Management Software for medical specialists around Australia. Through our software, we are actively innovating, challenging and changing the healthcare landscape to help medical professionals deliver better health outcomes to all individuals residing in Australia.

Our team consists of over 175 employees engaged around Australia. Our Head Office is situated in Brisbane's Fortitude Valley and we have offices in Sydney, Melbourne, Perth and Adelaide servicing our national customer base.

Genie Solutions embraces diversity and equal opportunity in a serious way and we are committed to building a team that represents a variety of backgrounds, perspectives and skills. We currently have one employee who identifies as Aboriginal and Torres Strait Islander and we are dedicated to increasing this number in support of our Diversity and Inclusion planning.



Our Purpose & Values.

Genie Solutions is an Australian culture first organisation which is purpose led and values driven. Our goal is to tackle the complexity of running a successful practice head on to drive real efficiency, both in practices and across the medical system. To achieve this goal, we need a workforce that is truly connected to and understands our purpose of

“Helping Medical Professionals deliver better health outcomes”

To drive this connection, we have a set of values that embody our culture and inspire our employees to focus on innovation, collaboration and their empowerment to make a big difference in the medical community.



Customers matter

Ours really do!
Put them at the centre of everything we do



We care

Respect each other, our community and our environment



One team

Assume good intent and **collaborate** to win



Own it

Be **accountable** for the result



Better & better

Don't settle, **innovation** is up to everyone

Our strong purpose, values and culture are what makes us as successful as we are today.

Our RAP.

Genie Solutions is dedicated to advancing the efforts of reconciliation between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

Led by our Chief People Officer, we wish to share our reconciliation vision through our Reflect Reconciliation Action Plan (RAP) and establish key action items that we will undertake to continue our journey in recognising Australia's First Nations peoples and make meaningful change to many lives by creating an inclusive future for all Australians.

We believe it is everyone's responsibility to achieve true reconciliation and we want to show our ongoing support and commitment to make this happen. Therefore, we pledge our support for social change within Australia, and wish to promote the understanding, education and awareness of our country's history and the cultural value we receive from Aboriginal and Torres Strait peoples.

Our Partnerships.

Genie Solutions recognises the importance of key partnerships and reconciliation activities in our journey to social change, historical acceptance and harmony between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians.

We are excited to undertake this process and have already commenced scoping, planning and undertaking several initiatives in preparation to support the implementation of this Reconciliation Action Plan, which includes establishing a well-rounded Reconciliation Working Group to be accountable for creating and overseeing the delivery of our key RAP action items.

Genie Solutions also have existing practices that we have implemented within our business as a display of respect to the Traditional Custodians of the land. We currently deliver an Acknowledgement of Country before all company meetings and have commenced the educational journey of our employees by engaging with a local Elder of the Turrbal People in delivering a Welcome to Country Ceremony at a company event in February 2021. Genie Solutions also ensure a safe and inclusive workplace by having a zero-tolerance policy for racism.

Relationships.

Action	Deliverable	Timeline	Responsibility
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 2021	Employee Experience Advisor
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2021	Employee Experience Advisor
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	March, April 2022	Chief People Officer
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	Chief People Officer
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June 2022	Chief Executive Officer & Chief People Officer
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	August 2021	Chief Executive Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2021	Employee Experience Advisor
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	September 2021	Employee Experience Advisor
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	September 2021	Employee Experience Advisor
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	January 2022	Employee Experience Advisor & Chief People Officer

Respect.

Action	Deliverable	Timeline	Responsibility
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 2021	Employee Experience Advisor
	Conduct a review of cultural learning needs within our organisation.	September 2021	Employee Experience Advisor
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.	September 2021	Employee Experience Advisor
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	August 2021	Employee Experience Advisor
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.	First week in July, 2022	Employee Experience Advisor
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June & July 2022	Employee Experience Advisor
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2022	Chief People Officer

Opportunities.

Action	Deliverable	Timeline	Responsibility
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 2022	Chief People Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	January 2022	Employee Experience Advisor
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 2021	Chief People Officer
	Investigate Supply Nation membership.	June 2022	Employee Experience Advisor

Governance.

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	Monthly, 2021, 2022	Employee Experience Advisor
	Draft a Terms of Reference for the RWG.	August 2021	Employee Experience Advisor
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	August 2021	Employee Experience Advisor
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	September 2021	Employee Experience Advisor
	Engage senior leaders in the delivery of RAP commitments.	August 2021	Employee Experience Advisor
	Define appropriate systems and capability to track, measure and report on RAP commitments.	August 2021	Employee Experience Advisor
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 2022	Employee Experience Advisor
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	April 2022	Employee Experience Advisor

Contact Details.

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