



# FINEOS Reconciliation Action Plan

May 2023 - May 2024





# Artwork Story

## **Embracing Diversity in a Journey Towards Reconciliation**

This artwork is a powerful representation of FINEOS's journey towards reconciliation with Australia's First Nations people. The use of various traditional Indigenous symbols in the artwork illustrates FINEOS's commitment to learning, growing, and respecting the First Nations peoples' culture, history and traditions.

The dot work is a significant aspect of the artwork, which represents FINEOS's connection to the land and their deep respect for the First Nations peoples' connection to the land. It is a symbol of the importance of acknowledging and respecting the First Nations peoples as the traditional custodians of the land on which we all live and work.

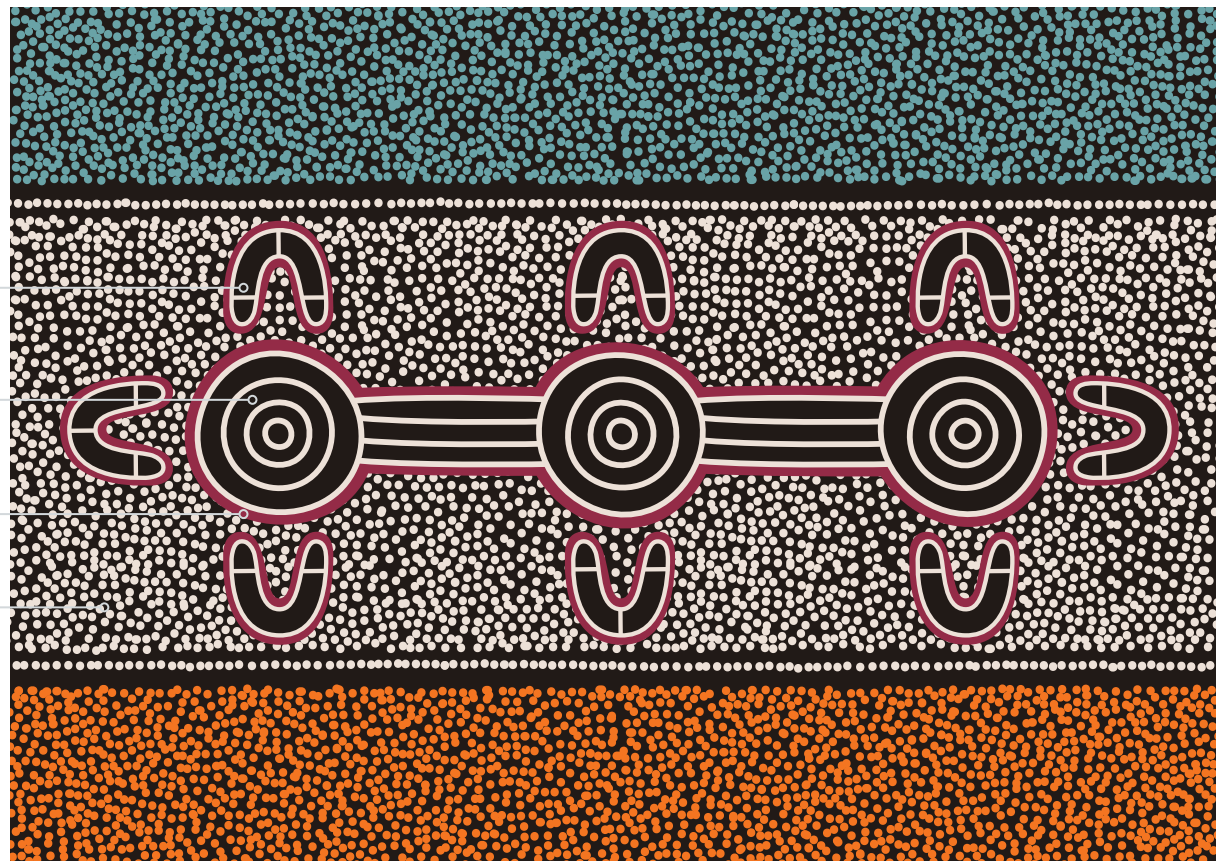
Overall, this artwork encapsulates FINEOS's journey towards reconciliation with Australia's First Nations peoples. It is a reminder of the importance of fostering relationships built on mutual respect, trust and understanding, and acknowledging the diverse heritage, cultures and traditions of the First Nations peoples. Through this artwork, FINEOS is committed to promoting positive change and progress towards greater unity, respect and prosperity for all Australians.

Person - Male

Journey toward Reconciliation  
Past, Present and Future

Person - Female

Connection to Land



# About the Artist



Danielle Leedie Gray is a Graphic Artist, Designer and a Bidjara and Wakka Wakka woman of south west and east Queensland, Australia.

Danielle creates bold, contemporary pieces that make people feel joy and connection, and her artworks are a unique expression.

Danielle's work is guided by a deep sense of empathy towards her cultural heritage and family history, and invites unity and healing through the unique combination of culture and contemporary vision.

More personally, important symbols for Danielle are the people gathering (the circle with c's surrounding) and the travelling sign (three circles with three lines between them) because they reflect unity and moving forward.

Danielle wants to invite her work into the homes and businesses of non-indigenous people, and promote understanding of the symbols, stories and meaning in Aboriginal culture so together we create a united future for all Australians.

# Artwork Breakdown

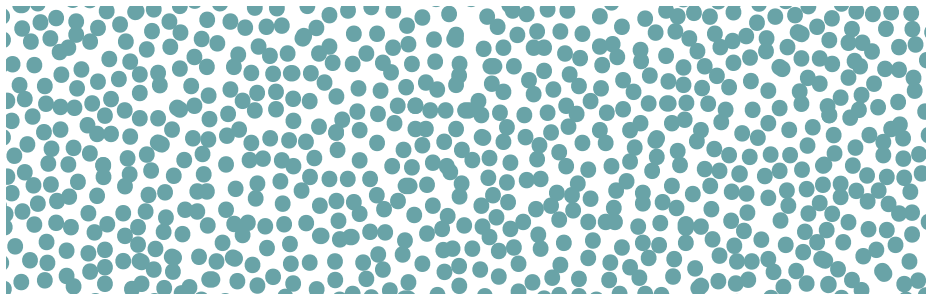
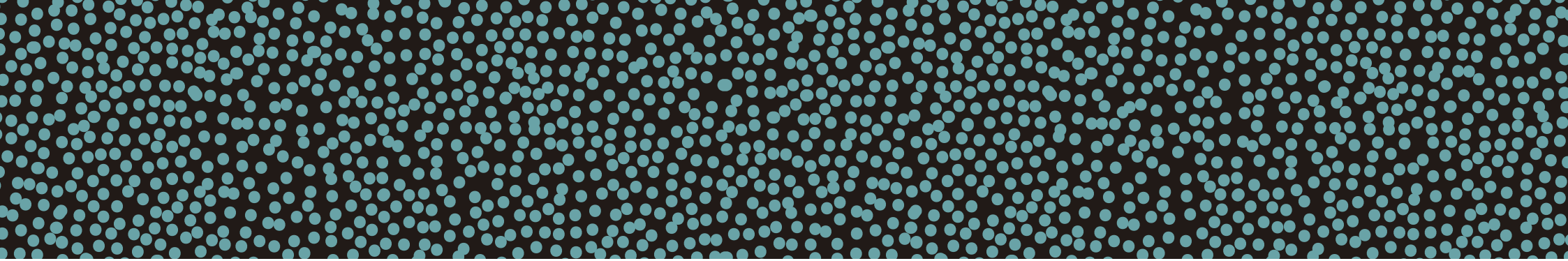


## Concentric Circles with lines

Gathering/Meeting place and FINEOS's journey toward reconciliation. Each of the circles represent acknowledging Past, accepting the Present and preparing for the Future.







**Dot work**

FINEOS’s connection to the land and their deep respect for the First Nations peoples’ connection to the land.



**Person - Male**

Individuals coming together (around the concentric circles) to embrace learning, growing, and respecting the First Nations peoples’ culture, history and traditions.

**Person - Female**

Individuals coming together (around the concentric circles) to embrace learning, growing, and respecting the First Nations peoples’ culture, history and traditions.



# Acknowledgement of Country

FINEOS acknowledges the Traditional Custodians of the lands on which we operate and recognise their connection to culture, community, land, sea and sky. We pay our respects to Elders, past and present.





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# Reconciliation Australia CEO Statement



**Karen Mundine**  
CEO Reconciliation Australia

**Reconciliation Australia welcomes FINEOS to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.**

FINEOS 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 FINEOS 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 FINEOS, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.





**Michael Kelly**  
Chief Executive Officer



**Joanne McMullan**  
Chief People Officer

# Message from our **CEO and CPO**

On behalf of FINEOS, we are proud to present our inaugural Reflect Reconciliation Action Plan.

The Reflect RAP is an essential step for FINEOS to acknowledge and pay our respects to the local communities in which we operate, and to demonstrate our commitment to reconciliation by exploring how we, as an organisation, can make a positive contribution to the national reconciliation movement.

Over the next 12 months, the FINEOS RAP will focus on building trust and strengthening our relationships with First Nations Australians, whilst also deepening our understanding of past injustices and inequalities experienced.

Through our existing FINEOS DEI Embrace Program and the RAP framework, we will bring each team member on a journey of learning and growth. We will continue to use the RAP's framework of relationships, respect, and opportunities to drive our actions and find a place to harness our organisation's

strengths to support better economic and social outcomes for Aboriginal and Torres Strait Islander peoples.

At FINEOS, our vision is "a world where protection from illness, injury and loss is accessible to everyone." We hope that by taking meaningful action in consultation with our customers and local Aboriginal and Torres Strait Islander communities, FINEOS will contribute to better health outcomes for Aboriginal and Torres Strait Islander peoples in the years ahead.

We are honoured to be given the opportunity to demonstrate our commitment to reconciliation, and we look forward to being part of the journey alongside our entire team.



**Aaron Penney**

Regional General Manager (APAC)

# Message from our **APAC Regional GM**

We are extremely grateful for this opportunity to embrace Aboriginal and Torres Strait Islander cultures and explore possibilities to contribute towards achieving equality and equity of outcomes for First Nations Australians.

Our entire team, guided by our purpose to “help our customers care for the people they serve through the delivery of superior insurance technology” is predisposed to serve Australians and care about improving outcomes for people. This motivates our journey of reconciliation together to find ways to have a positive impact in the lives of First Nations Australians.

It has been a privilege to partner with Reconciliation Australia as we undertake to deliver on our RAP commitments. We are excited to look ahead to working with Aboriginal and Torres Strait Islander peoples to continue to grow and shape our business in Australia.

We envisage a fair and just Australia for everyone, and endeavour to walk together with First Nations Australians in helping to achieve this.

# Our Business

FINEOS is a leading software provider for Life, Accident and Health insurers globally, headquartered in Ireland and operating in Australia since 2005.

Our FINEOS purpose is to help our customers care for the people they serve through the delivery of superior insurance technology. We aspire to help people have a better quality of life, live longer, and recover faster in the case of illness or injury.

We aim to do this by providing person-centric software to commercial and government organisations who provide life, health, and statutory insurances such as workers' compensation to their customers and the Australian community. We collaborate with insurers, governments, health researchers, scientists, medical practitioners, and technology partners to continually innovate and improve our software, always keeping people at the heart of what we do.

FINEOS employees are team players committed to supporting and enriching the growth of others. We are results-driven and proactively address and remove obstacles for ourselves and others. These values drive us and underpin our purpose.

We are committed to championing and working towards greater inclusivity and equality in our workplace and society.

We have a global team of more than 1,000 employees, with 95 employees based in our Melbourne and Sydney offices. It is currently unknown how many Aboriginal and Torres Strait Islander peoples FINEOS employs, however we have committed to ascertaining this over the next 12 months as part of our Reflect RAP.



# Our RAP

**In 2022, FINEOS was awarded the Inclusion and Diversity Award at the Chartered Institute of Personnel and Development (CIPD) Ireland HR Awards, recognizing its newly launched diversity, equity, and inclusion (DEI) program called Embrace.**

The Embrace program commits to championing DEI globally within the technology industry and the Life, Accident and Health insurance sector we serve, through supporting strategies and initiatives that help address systemic inequalities. The program also seeks to support opportunities to contribute to, and make a visible, positive, and material impact in, the communities where we work and live.

FINEOS would like to make this a reality in Australia and commence our journey to reconciliation by developing our first Reflect RAP.

We acknowledge that we have a lot more to learn about Aboriginal and Torres Strait Islander communities and cultures, and we see the RAP as a guiding light on this journey.

We have assigned a RAP Champion to drive awareness and governance of the RAP and our RAP Working Group (RWG) will work to support our commitments and deliverables, which are shared by our Global Team.

We are fortunate to have a RAP Working Group which is made up of senior employee volunteers across our business in Australia and New Zealand:

RAP Champion Role
Office Administrator

RWG Member Role
Regional General Manager (APAC)
APAC In-Market Product Manager
Consulting Services Manager
Business Capability Lead
Product Engineering - Programme Manager
Office Administrator
Senior HR Business Partner
Head of Organisational Learning and Development
TBC Aboriginal and Torres Strait Islander representative

Our dedicated and passionate Organisational Learning and Development team will endeavour to support and embed understanding and recognition of Aboriginal and Torres Strait Islander cultures and rights within our organisation.

Our CEO, Chief People Officer and Regional General Manager will continue to generate awareness of the RAP through regular company communications, both globally and locally.

We intend to deepen our knowledge and build awareness and respect for Aboriginal and Torres Strait Islander peoples across our organisation, and we are excited and

humbled by this opportunity to seek guidance and advice from engagement with First Nations stakeholders.

We will encourage our workforce to celebrate and participate in NRW and NAIDOC Week, and we will look for opportunities during this RAP period to connect and collaborate with other RAP organisations to learn from each other and identify ways to make positive change together.







Relationships  
Respect  
Opportunities  
Governance



**Relationships**



**Respect**



**Opportunities**



**Governance**

## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> </ul>	September 2023	RAP Champion
	<ul style="list-style-type: none"> <li>Research best practices and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	October 2023	RAP Champion
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.</li> </ul>	May 2023	<i>Lead:</i> RAP Champion  <i>Support:</i> RAP Working Group
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	27 May – 3 June 2023	<i>Lead:</i> RAP Champion  <i>Support:</i> RAP Working Group
	<ul style="list-style-type: none"> <li>Encourage and support employees, including senior leaders, to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May – 3 June 2023	RAP Champion
<b>3. Promote reconciliation through our sphere of influence.</b>	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all employees.</li> </ul>	May 2023	<i>Lead:</i> Regional General Manager (APAC)  <i>Support:</i> DEI Strategy Lead
	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation publicly</li> </ul>	May 2023	Head of Organisational Learning and Development
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	July 2023	RAP Champion
	<ul style="list-style-type: none"> <li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	August 2023	RAP Champion

## Relationships

Action	Deliverable	Timeline	Responsibility
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	• Research best practices and policies in areas of race relations and anti-discrimination.	September 2023	Senior HR Business Partner (HRBP)
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	October 2023	Senior HRBP

## Respect

Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.</b>	• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.	August 2023	Head of Organisational Learning and Development
	• Conduct a review of cultural learning needs within our organisation.	July 2023	Head of Organisational Learning and Development
	• Investigate cultural learning and cultural awareness training opportunities for employees.	August 2023	Head of Organisational Learning and Development
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2023	RAP Champion
	• Increase employees' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2023	<i>Lead:</i> Head of Organisational Learning and Development  <i>Support:</i> RAP Working Group
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	• Raise awareness and share information among our employees about the meaning of NAIDOC Week.	June 2023	<i>Lead:</i> RAP Champion  <i>Support:</i> RAP Working Group
	• Introduce our employees to NAIDOC Week by promoting external events in our local area.	June 2023	<i>Lead:</i> RAP Champion  <i>Support:</i> RAP Working Group
	• RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2023	RAP Champion



## Opportunities

Action	Deliverable	Timeline	Responsibility
8. <b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.</b>	<ul style="list-style-type: none"> <li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.</li> </ul>	February 2024	<i>Lead:</i> Consulting Services Manager  <i>Support:</i> Senior HR BP
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander employees to inform future employment and professional development opportunities.</li> </ul>	January 2024	<i>Lead:</i> Senior HRBP  <i>Support:</i> Consulting Services Manager
9. <b>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	<ul style="list-style-type: none"> <li>Develop a business case for procurement from Aboriginal and Torres Strait Islander-owned businesses.</li> </ul>	November 2023	Consulting Services Manager
	<ul style="list-style-type: none"> <li>Investigate Supply Nation membership.</li> </ul>	December 2023	<i>Lead:</i> Rap Champion  <i>Support:</i> Rap Working Group

## Governance

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	<ul style="list-style-type: none"> <li>Maintain a RWG to govern RAP implementation.</li> </ul>	May 2023	Regional General Manager (APAC)
	<ul style="list-style-type: none"> <li>Draft Terms of Reference for the RWG.</li> </ul>	May 2023	<i>Lead:</i> RAP Champion  <i>Support:</i> RAP Working Group
	<ul style="list-style-type: none"> <li>Establish Aboriginal and Torres Strait Islander representation on the RWG.</li> </ul>	September 2023	RAP Champion
	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> </ul>	May 2023	RAP Champion
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	<ul style="list-style-type: none"> <li>Engage senior leaders in the delivery of RAP commitments.</li> </ul>	May 2023,  August 2023,  November 2023,  February 2024	Regional General Manager (APAC)
	<ul style="list-style-type: none"> <li>Appoint a senior leader to champion our RAP internally.</li> </ul>	May 2023	Regional General Manager (APAC)
	<ul style="list-style-type: none"> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	May 2023	RAP Champion
<b>12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.</b>	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure receipt of important RAP correspondence.</li> </ul>	June 2023	RAP Champion
	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.</li> </ul>	1 August 2023	RAP Champion
	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	30 September 2023	Senior HRBP

## Governance

Action	Deliverable	Timeline	Responsibility
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	<ul style="list-style-type: none"><li>Register via Reconciliation Australia's website to begin developing our next RAP.</li></ul>	April 2024	RAP Champion

### Contact details:

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