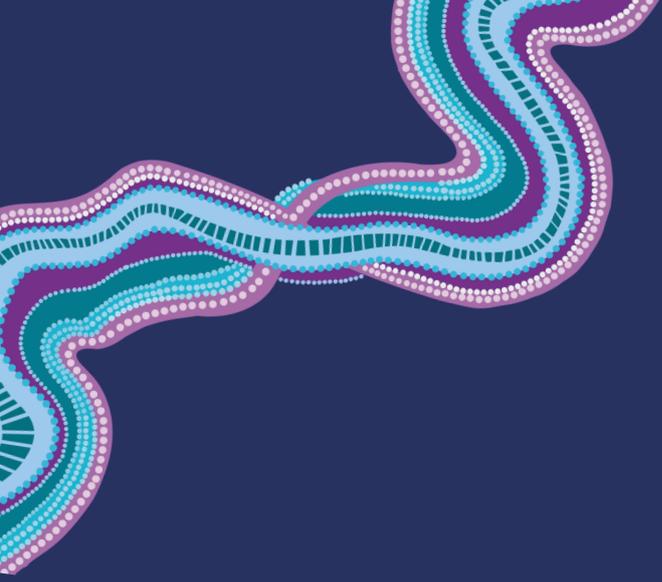




Reflect Reconciliation Action Plan

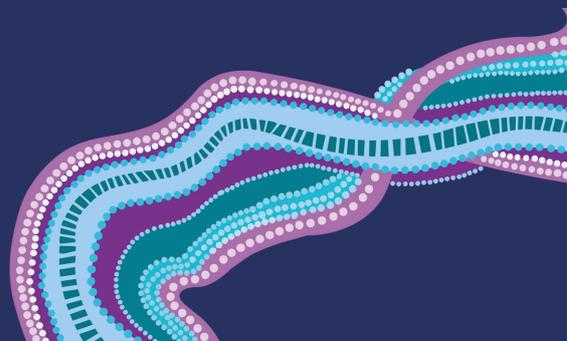
March 2026 - February 2027





Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia. We recognise their deep and enduring connection to lands, waters, and skies. We honour First Nations peoples as the first healers, leaders, and educators, whose knowledge and cultures continue to enrich our communities today. We pay our respects to Elders past and present and extend that respect to all First Nations peoples.





About the artwork

Connected by Care, Guided by Country tells the story of Peoplecare and its deep relationship with the community of the Illawarra. At the heart of the artwork sit three meeting places. These represent Peoplecare's three locations, but they also speak to the organisation's role as a gathering point, a place where people come together, yarn, heal and support one another.

The central meeting place is the strongest of the three. Around it sit four cultural symbols that reflect Peoplecare's core values and the way they show up in community.

- The hand symbolises welcome, help, and people-first care.
- The coolamon represents nurturing, carrying, and supporting individuals and families through every stage of life.
- The shield speaks to protection, safety, and standing up for community wellbeing.
- The gumnut reflects growth, renewal, and the idea that healthy communities start from strong foundations.

Journey lines link the central meeting place to the other two, showing the pathways Peoplecare travels to stay connected with community. These lines carry dual meaning not just organisational connection between locations, but the shared responsibilities, relationships and trust that Peoplecare continues to build across the region.

Throughout the artwork, people sit and stand across the design. These figures represent the community itself, the members, families and employees who make up Peoplecare. They remind us that an organisation isn't a building; it's the people who shape it.

Five waterholes flow through the design, honouring the Five Islands off the Illawarra coast. These waterholes ground Peoplecare to Country, acknowledging the deep cultural story of the islands and the way they watch over the region. They represent the resilience, healing and guidance that Country provides to all who live and work here.

Smaller patterns and markings throughout the piece reflect everyday movement across Country, the shared stories, cultural knowledge, and connections that weave Peoplecare and community together. Every element speaks to a simple truth that when we walk together, we grow stronger.

About the artist

Kane is a proud Darug man, born and raised in Western Sydney, NSW, with deep roots in his culture and strong connections to both Dharug and Dharawal country. Currently residing on Dharawal country, Kane continues to honour his cultural ties and values the importance of community. As a product of the Badanami Centre of Excellence, he earned both his Bachelor of Science and Masters of Teaching degrees from Western Sydney University. These academic achievements have paved the way for his educational journey, bridging his learning experiences across Dharug and Dharawal country. With a passion for education, mentoring, and art, Kane combines his experience in the arts and teaching, co founding Deadly Ed & the Deadly Ed Foundation with the mission to ensure anyone, in any location, can get access to quality and authentic Aboriginal Education. His work focuses on empowering and inspiring others, fostering both cultural pride and educational advancement.





Message from Peoplecare

Louise Leaver - CEO

At Peoplecare, we exist to support the health and wellbeing of our members and communities. As a not-for-profit, member-owned health insurer, we are grounded in the belief that true wellbeing encompasses not just physical health, but also emotional, cultural, and spiritual wellness.

Our Reflect Reconciliation Action Plan (RAP) is a meaningful step in our journey to walk alongside Aboriginal and Torres Strait Islander peoples. We acknowledge the Traditional Custodians of the lands on which we live and work, and we pay our respects to Elders past and present. We recognise that First Nations peoples have cared for Country for tens of thousands of years, and that this deep connection to land, waters, skies, and culture is central to identity, community, and wellbeing.

We understand that health and healing are intrinsically linked to Country. For many Aboriginal and Torres Strait Islander peoples, Country is not just a place, it is a living, breathing entity that holds knowledge, belonging, and life itself. As a health organisation, we are committed to learning how we can better honour this connection in the way we facilitate access to care, build relationships, impact our community, and shape our workplace culture.

A vital part of our reconciliation journey is truth listening and acknowledging the historical experience of Aboriginal and Torres Strait Islander peoples. We recognise that healing begins with listening. We are committed to creating space for honest conversations, where stories of strength, survival, and disadvantage can be shared and heard with respect and empathy.

Through this RAP, we will take the time to listen deeply, to Elders, to community voices, and to our own people, as we build our understanding of the past and its impact on the present. This truth-listening will guide our actions and help us foster a more inclusive, culturally safe environment for all.

Based in Wollongong on Dharawal Country, we are proud to be part of a vibrant local community. We aim to build respectful partnerships with local Elders, community leaders, and organisations. We are committed to creating culturally safe spaces, increasing awareness and understanding among our people, and contributing to a more inclusive and equitable future.

I extend our thanks to our RAP Working Group, our Indigenous partners and Reconciliation Australia for their guidance and support in developing our first RAP.

Our Reflect RAP is just the beginning. It lays the foundation for long-term, meaningful action. We are committed to listening, learning, and growing together. And to walking this path with humility, respect and purpose.

Message from Reconciliation Australia

Statement from CEO of Reconciliation Australia. Inaugural Reflect RAP



Reconciliation Australia welcomes Peoplecare Health Insurance to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Peoplecare Health Insurance joins a network of more than 3,000 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 Peoplecare Health Insurance 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 Peoplecare Health Insurance, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine - CEO Reconciliation Australia



Who We Are

Peoplecare Health Insurance is a national, member-owned health insurer in Australia dedicated to serving its members' health and wellbeing interests. Actively involved in industry associations, Peoplecare leverages collective strength to advocate for members in a competitive market.

Established in 1952 as the health fund for John Lysaght Australia Ltd, Peoplecare expanded its coverage to include BHP in the late 1970s. By 2000, it provided health insurance to employees of BlueScope Steel, One Steel, BHP Billiton, and over 40 affiliated companies. In 2006, Peoplecare transitioned to an open fund, extending membership to the general public and adopting its current name.

Governed by a Board of Independent Directors, Peoplecare ensures effective management tailored to the complexities of the health insurance industry. With over 70 years of experience, Peoplecare has grown and earned a reputation for exceptional customer satisfaction in Australian Private Health Insurance.

We are a national, medium-sized business with approximately 250 employees spread across three locations located on Dharawal speaking Country. Our workforce reflects a strong commitment to diversity and inclusion, with employees from a broad range of cultural, professional, and life backgrounds.

As part of this commitment, we continue to focus on strengthening Aboriginal and Torres Strait Islander peoples representation within our business. While we currently have 2 Aboriginal and Torres Strait Islander employees that have self-identified through completing the Diversity Council of Australia's Inclusive Employer Index in July 2024, we recognise there is more work to do. We are actively working towards creating culturally safe, welcoming and rewarding workplaces for First Nations peoples, and are committed to improving our practices, policies and relationships in this space.

Our Values

Our commitment and care to our members and employees is demonstrated in all that we do. We call this the Peoplecare Way. This guides how we work together and evolve to increase the value and service we deliver to members.

Our reconciliation journey is not separate from our culture; it is an expression of it. The commitments outlined in this Reflect RAP are deeply aligned with the Peoplecare Way, these values guide how we show up for each other, our members, and our communities.

LEAN IN	We speak up, listen deeply, and lean into uncomfortable conversations with courage, curiosity and authenticity. This RAP reflects our commitment to truth-telling and learning, even when it challenges us.
OWN IT	We take responsibility for our role in reconciliation. From embedding cultural protocols to reviewing our policies and practices, we are accountable for creating a culturally safe and inclusive workplace. We own our part in building equity and trust and we empower our Peoplecarers and members to own their part in reconciliation.
VALUE PEOPLE (above all else)	We acknowledge and honour the unique strengths and lived experiences of Aboriginal and Torres Strait Islander peoples. Our RAP is grounded in connection, empathy, integrity, and care - values that shape every relationship we build and every action and decision we take.
EVOLVE TOGETHER	Reconciliation is a journey of growth and learning. We are curious, open to feedback, and committed to evolving together with our community. Through partnerships, cultural learning, and inclusive practices, we are building a future that reflects shared understanding and respect.

These values are not just words; they are the foundation of organisation and our approach to reconciliation. They guide our mindset, our decisions, and our actions as we walk alongside First Nations peoples and communities.

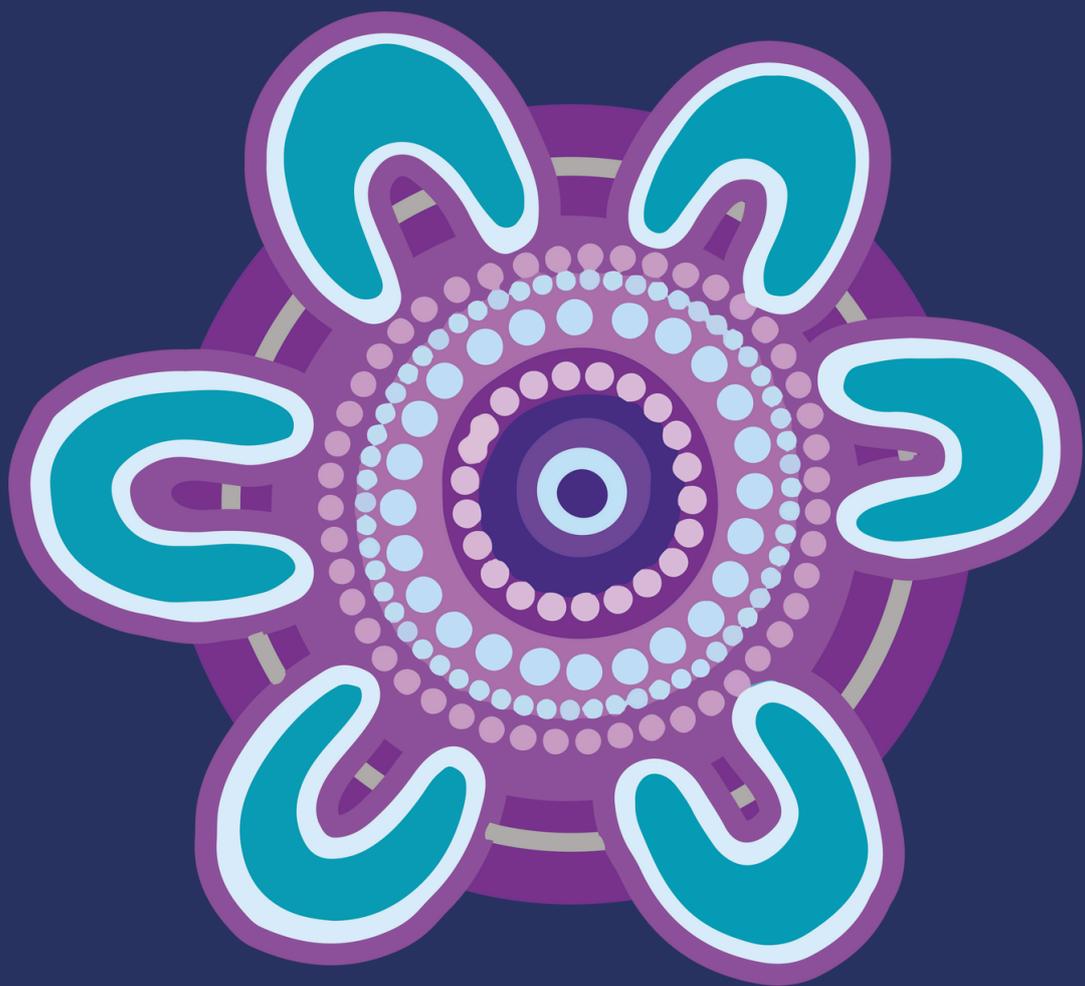


What We Do

We deliver a broad range of health insurance products and services that support the health and wellbeing of individuals, families, and communities across Australia. Our offerings include hospital and extras cover, along with support services that extend beyond traditional insurance - designed to make healthcare simpler, more accessible, and more person-centred.

As a mutual organisation, we reinvest profits to improve services and outcomes for our members, rather than shareholders. We are proud to be part of the Members Health Fund Alliance - a collective of member-owned and not-for-profit health insurers that exist to serve their communities, not to generate profits for shareholders or overseas investors.

We recognise the privilege of our role in the healthcare system and are committed to exploring meaningful, sometimes unconventional ways to contribute to broader social impact. Through this lens, we seek opportunities to support reconciliation and equity in health, guided by a genuine desire to listen, learn, and act in partnership with the communities we serve.



Our RAP

At Peoplecare, our vision for reconciliation is grounded in our deep love for people and our unwavering commitment to their health and wellbeing. We believe every individual regardless of background or circumstance deserves access to quality healthcare and the opportunity to lead a healthy, fulfilling life.

As a member-owned health insurer, we offer more than just health insurance. We provide access to health services and champion lifestyle choices that empower our members to take charge of their health and wellbeing. Our purpose is not only to serve, but to walk alongside Aboriginal and Torres Strait Islander peoples in the journey toward a just and equitable Australia.

We envisage a nation where equity is the norm, and all people are supported to live well. We recognise that health and wellbeing are deeply connected to community and Country. That's why we are committed to deepening our understanding, embracing truth-telling, learning, and walking together with Aboriginal and Torres Strait Islander peoples to achieve equity. We must actively advance equity by embedding respect, inclusion, and cultural understanding into everything we do.





Purpose of the RAP

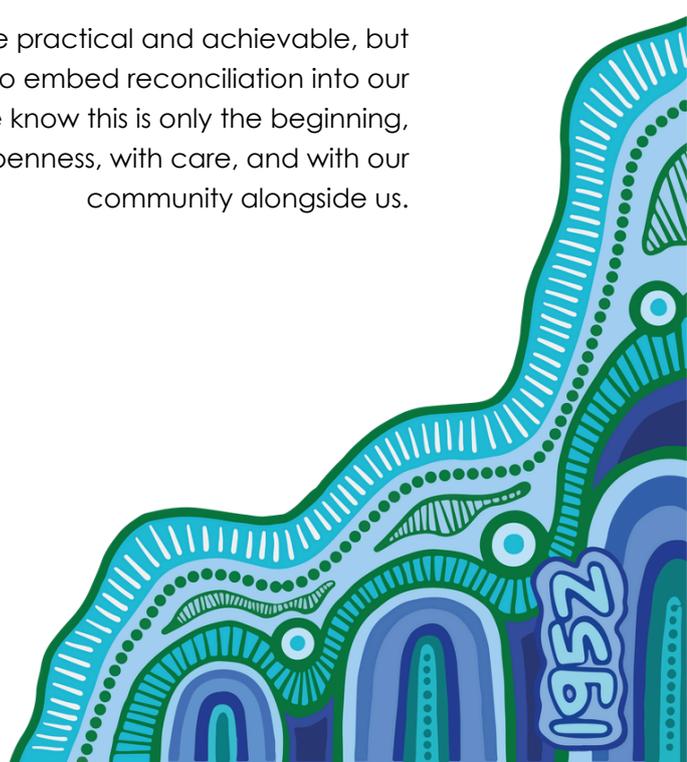
This RAP is about guiding us to do better - as people, as a health fund, and as a part of our local community.

At Peoplecare, we pride ourselves on being personal, people-first, and community-minded. Our LOVE values guide the way we show up every day for our members, our colleagues, and the people around us. This RAP gives us a framework to extend that same care and respect to how we engage with Aboriginal and Torres Strait Islander peoples and communities.

We're not experts. We know we've got a lot to learn, and this RAP is one way we're holding ourselves accountable to that learning. It will help us grow our understanding, build respectful relationships, and make more informed and inclusive decisions across key areas like recruitment, employee engagement and development, procurement, community partnerships, and how we show respect and acknowledgement day-to-day.

This RAP also reflects our belief that good health and wellbeing is deeply connected to culture, Country and community. That's especially true for First Nations peoples. As a health insurer, we recognise our responsibility to contribute to community equity, not just through the services we provide, but through the way we operate as an organisation.

The commitments we've made in this RAP are practical and achievable, but they're also about shifting mindsets. We want to embed reconciliation into our culture, not just our calendar. And while we know this is only the beginning, we're committed to walking the road - with openness, with care, and with our community alongside us.



Approach to implementing the RAP

The development of our inaugural RAP marks the first formal step in bringing our vision for reconciliation to life. Our RAP Working Group (RAPWG), made up of employees, will lead this work, with oversight from the Executive Team and enabled by the Board of Directors.

We plan to invite local Aboriginal and Torres Strait Islander community members and organisations to join the RAPWG bringing cultural insight and guidance to the implementation of our commitments.

RAP Working Group members

Chief People & Culture Officer	Executive Sponsor, RAP Working Group Chair
Change Specialist & Business Analyst	RAP Working Group Secretary
People & Culture Business Partner Lead	RAP Champion, RAP Working Group Member
Internal Communications & Engagement Manager	RAP Champion, RAP Working Group Member
Senior Policy and Governance Advisor	RAP Champion, RAP Working Group Member
Health Strategy Manager	RAP Champion, RAP Working Group Member
Strategic Projects Manager	RAP Working Group Member
Change Manager	RAP Working Group Member
Scrum Master	RAP Working Group Member
Customer Service Consultant	RAP Working Group Member
Marketing Specialist	RAP Working Group Member
Finance Support Officer	RAP Working Group Member

A key moment in shaping our RAP was a development workshop. This session brought together our RAPWG, Chief Executive Officer, and Executive Team to reflect, learn and co-design our approach. To facilitate this, we engaged an Indigenous-owned and operated business – Messenger Bird Collective, to guide and support meaningful conversations about the development of our Reflect RAP. This partnership ensures our approach is grounded in cultural integrity and shaped by the knowledge and experience of First Nations people.

We know this work can not be done in isolation. Progress will depend on strong relationships, genuine collaboration, and ongoing engagement with our employees, our members, and the communities we serve.



Our Reconciliation journey to date

At Peoplecare we're just starting our journey toward reconciliation, but we're committed to making meaningful progress. We commit to the outcomes of our RAP to contribute to the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity and historical acceptance.

As a health insurer and health services provider and a member of the Members Health Fund Alliance, a group of 26 not-for-profit health funds we are seeking to especially support better health outcomes for Aboriginal and Torres Strait Islander peoples and communities as we believe bettering health outcomes especially support equality and equity.

Over recent years, our focus has been on building relationships and being present within the broader community. In working towards the development of our RAP, we have tried - and stumbled, more than once. These experiences have taught us that we needed to create space for deep reflection and to grow our understanding internally before we could move forward meaningfully.

The formation of the RAPWG has been an important step in building connections and strengthening Peoplecare's commitment to reconciliation. Members of the RAPWG recently attended the Illawarra Aboriginal and Torres Strait Islander Business Expo, deepening their understanding of local communities and businesses. Within the organisation, NAIDOC Week is celebrated each year, providing a meaningful opportunity to recognise and honour Aboriginal and Torres Strait Islander cultures and histories. Many members of the RAPWG also attend external NAIDOC Week events and will continue to do so as part of their personal and professional commitment to walking alongside First Nations peoples.

In May 2025, several of our team members, along with a board representative, attended the Reconciliation & Truth Telling Conference held on Dharawal Country in the Illawarra. This two-day event provided a valuable opportunity to engage with local community members, service providers, and businesses. One of the most powerful aspects of the experience was hearing the lived experiences and stories shared by local Elders, which left a lasting impression on our team.

In addition, we have become active participant in the Illawarra Aboriginal Community-Based Working Group. Through regular monthly meetings, this involvement continues to deepen our understanding of local priorities, strengthen relationships, and support our commitment to culturally respectful and informed engagement.

We're now ready to take the next steps to strengthen our connections with the communities that we serve. We are committed to deepening our knowledge, strengthening relationships, and contributing to reconciliation in ways that are meaningful and lasting.





Relationships



We will proactively build mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations, leveraging best practices and National Reconciliation Week (NRW) to foster meaningful collaborations.

We will promote reconciliation within our sphere of influence by communicating our dedication to all employees, engaging with like-minded organisations, and prioritising anti-discrimination strategies through HR policy reviews and the formation of a First Nations Advisory Group.

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.	Mar 2026	Chief People & Culture Officer RAP Champions
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2026	Partnerships Manager
	Investigate ways that we can continue to be actively present in our local community and ensure we are present at relevant community events.	June 2026	RAP Champions Partnerships Manager
	Cultivate meaningful relationships/partnerships that will strengthen our ties to the local community and will enable us to deliver on our vision of achieving health equity for Aboriginal and Torres Strait Islander peoples.	Sept 2026	Chief Executive Officer Chief People & Culture Officer Executive Team RAPWG Members
2. Build relationships through celebrating National Reconciliation Week (NRW)	Circulate Reconciliation Australia's NRW resources and other reconciliation materials to our employees.	Mar 2026 - May 2026	Internal Communication & Engagement Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2026	RAPWG members
	Encourage and support employees and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2026	Chief Executive Officer Chief People & Culture Officer Executive Team RAP Champions
3. Promote reconciliation through our sphere of influence	Communicate our commitment to reconciliation to all employees.	Feb 2026	Chief Executive Officer
	Identify other like-minded organisations that we can collaborate with on our reconciliation journey.	Mar 2026	RAPWG members
	Investigate the most appropriate ways to engage our stakeholders in our reconciliation activities and develop a strategy to support and drive this.	June 2026	RAPWG members
4. Promote positive race relations through anti-discrimination strategies	Research best practice and policies in areas of race relations and anti-discrimination.	June 2026	P&C Business Partner Lead
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Oct 2026	Chief People & Culture Officer
5. Cultivate relationships with National Peak Body and organisations that can support our reconciliation journey	Continue to maintain our relationship with the Diversity Council of Australia as an avenue to understand future employment opportunities.	Mar 2026	P&C Business Partner Lead RAPWG members
	Engage with Indigenous Business Australia and explore the opportunity to attend meetings along with our peers in corporate Australia.	Jan 2026	Chief People & Culture Officer RAPWG members



Respect



We will enhance understanding and appreciation of Aboriginal and Torres Strait Islander cultures through cultural education initiatives and anti-racism training.

By learning and adhering to cultural protocols, we aim to foster respect and inclusivity, ensuring that our staff, membership, and community members feel valued and respected.

Action	Deliverable	Timeline	Responsibility
6. 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.	July 2026	Chief People & Culture Officer RAPWG members
	Investigate a suitable platform to host centralised resource library accessible to all staff, including FAQ's for Acknowledgement of Country.	Mar 2026	Internal Communication & Engagement Manager
	Conduct a review of cultural learning needs within our organisation.	Mar 2026	P&C Business Partner Lead
	Explore opportunities to provide cultural learning opportunities and anti-racism training to Senior Leadership and RAPWG.	Mar 2026	Chief People & Culture Officer
	Research Peoplecare's history and identify opportunities for truth-telling about our journey as an Australian business.	June 2026	Executive Team RAPWG Marketing Team
	Share learnings from external events such as the Illawarra Reconciliation & Truth Telling Conference and the Illawarra Aboriginal Community Based Working Group meetings with our people.	Dec 2026	Chief People & Culture Officer RAPWG members
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	Incorporate Welcome to Country into bi-annual all staff gatherings.	Feb 2026	Chief Executive Officer
	Increase staff and stakeholders' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Mar 2026	Chief Executive Officer Executive Team People & Culture Team RAPWG members
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June 2026	Chief Executive Officer Executive Team People & Culture Team RAPWG members
	Incorporate Aboriginal and Torres Strait Islander terms of reference method of introduction into onboarding process.	June 2026	People & Culture Team
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	Raise awareness and share information amongst our staff and stakeholders about the meaning of NAIDOC Week.	June 2026	Chief Executive Officer Executive Team People & Culture Team RAPWG members
	Introduce our staff and stakeholders to NAIDOC Week by promoting external events in our local area.	June 2026	Chief Executive Officer Executive Team People & Culture Team RAPWG members
	RAP Working Group members will take part in an external NAIDOC Week event and champion participation among all employees.	July 2026	Chief Executive Officer Executive Team People & Culture Team RAPWG members
9. Assess opportunities across our digital and printed assets	Investigate displaying appropriate First Nations artwork within our office.	Mar 2026	Chief People & Culture Officer
	Explore avenues to incorporate Acknowledgement of Country on signage, in presentations, webpages etc.	June 2026	Chief People & Culture Officer Marketing Team



Opportunities



We will explore employment opportunities for First Nations peoples and develop strategies for increasing their representation within our organisation. Additionally, we will bolster Aboriginal and Torres Strait Islander supplier diversity by developing a business case for procurement from Indigenous-owned businesses and actively engaging with First Nations suppliers to support economic and social outcomes.

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	June 2026	Chief People & Culture Officer
	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Oct 2026	Chief People & Culture Officer
11. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Investigate options for procurement from Aboriginal and Torres Strait Islander owned businesses.	Jan 2026	Business Enablement Manager
	Investigate Supply Nation membership.	Jan 2026	Business Enablement Manager
	Investigate IBA and Indigenous Business Council memberships.	Jan 2026	Chief Executive Officer Chief People & Culture Officer
	Explore opportunities to sponsor local community events.	June 2026	Partnerships Manager RAPWG members
12. Identify opportunities to support First Nations health outcomes	Investigate opportunities to support First Nations health and wellbeing of local community members through educational programs, health checks, dental education and/or partnerships.	Dec 2026	Partnership Manager RAPWG members
	Consult with Aboriginal and Torres Strait Islander stakeholders and businesses about how and where we can support First Nations health outcomes.	July 2026	Partnership Manager RAPWG members



Governance



We will strengthen our RAP Working Group to ensure effective governance and representation of Aboriginal and Torres Strait Islander voices, and we are committed to providing the necessary support and resources for successful RAP implementation.

We will foster accountability and transparency in tracking, measuring, and reporting our progress, and will continue our reconciliation journey by actively developing our next RAP.

Action	Deliverable	Timeline	Responsibility
13. Establish and maintain an effective RAP Working Group (RAPWG) to drive governance of the RAP	Establish Aboriginal and Torres Strait Islander representation on the RAPWG.	Mar 2026	Chief People & Culture Officer
	Refine and expand our RAP Working Group to govern RAP implementation.	Dec 2026	Chief People & Culture Officer
	Draft a Terms of Reference for the RAPWG.	Dec 2026	Chief People & Culture Officer
14. Provide appropriate support for effective implementation of RAP commitments	Engage senior leaders in the delivery of RAP commitments.	Dec 2025	Chief Executive Officer Chief People & Culture Officer
	Appoint a senior leader to champion our RAP internally.	Jan 2026	Chief People & Culture Officer
	Define resource needs for RAP implementation.	Jan 2026	Chief People & Culture Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Jan 2026	Chief People & Culture Officer
15. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2026	P&C Business Partner Lead
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	Aug 2026	P&C Business Partner Lead
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 Sept 2026	Chief People & Culture Officer
16. Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP.	Oct 2026	Chief People & Culture Officer

Contact details

Please address all enquiries to the
Chief People and Culture Officer.

Phone: 1800 808 690

Email: rap@peoplecare.com.au

