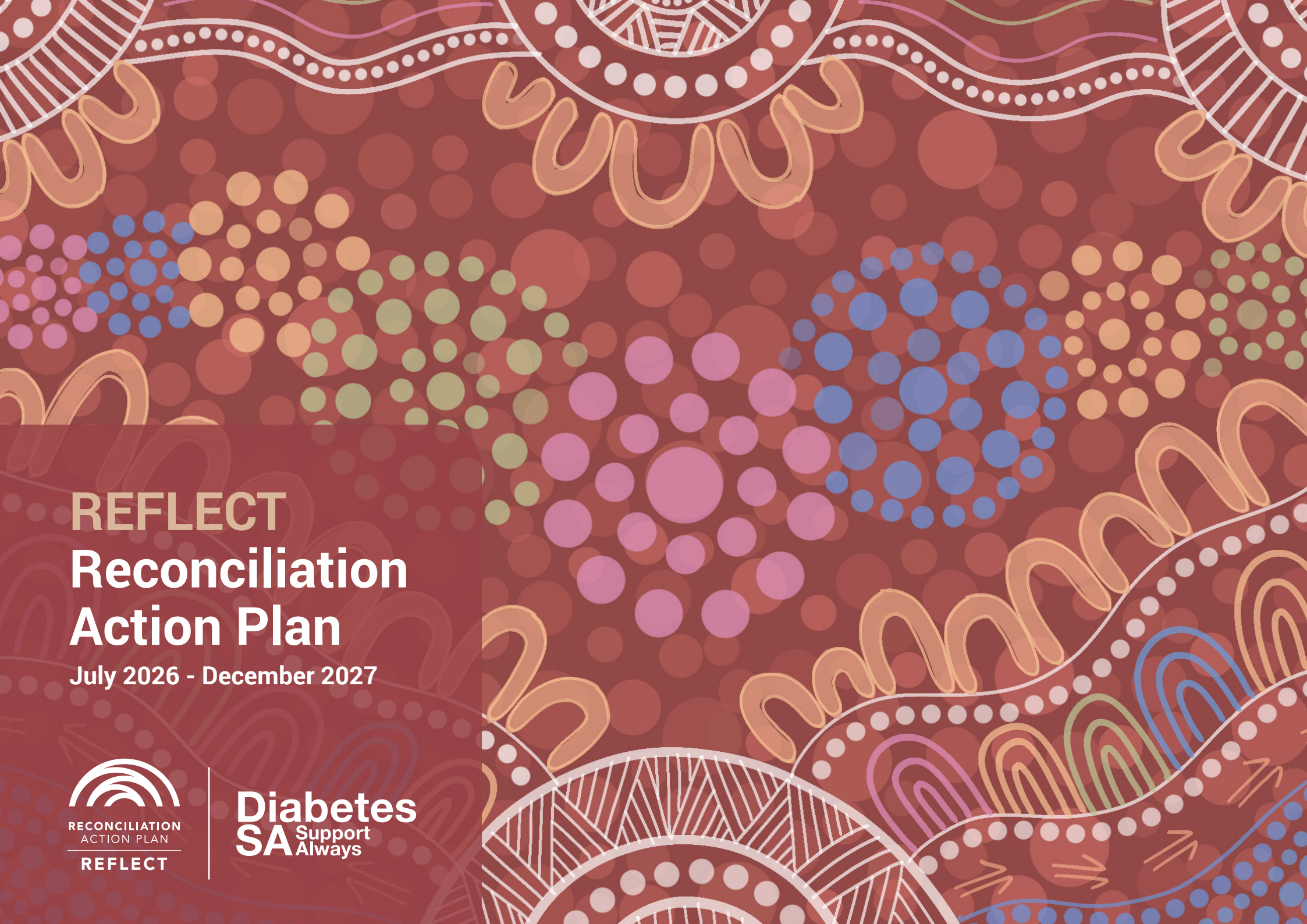




REFLECT Reconciliation Action Plan

July 2026 - December 2027



Diabetes
SA Support
Always

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Acknowledgment of Country

Diabetes SA acknowledges the Traditional Custodians of the lands on which we work and live, and we pay our respects to all Elders past and present.

Our Artwork

As part of the development of our Reconciliation Action Plan, Diabetes SA commissioned Kaurna and Ngarrindjeri artist Melissa (Milly Sumner) to create a bespoke artwork. This piece reflects the personal journeys of people living with diabetes, as well as the strength of the support networks surrounding them.

Milly explains that the painting is grounded in connection. “The clusters are my interpretation of

community—they’re all connected together. And when they’re connected, they’re stronger because they’re working together.”

Meeting places and figures throughout the piece represent both staff and clients, positioned side by side to reflect a shared journey. “When we work side by side, we’re a stronger team and both parties feel heard,” she says.

The artwork also captures the realities of living with diabetes through the inclusion of rolling hills. “The hills represent the many ups and downs people have to overcome, particularly with their health. But once they move through these challenges, they come out stronger.”

Journey lines weave throughout the piece, symbolising both individual and collective pathways. They reflect that while each person’s experience is unique, all are connected by a shared goal of a healthier future. These pathways also speak to Diabetes SA’s ongoing commitment to walking alongside communities across South Australia.

Milly has incorporated elements that ground the work in place and culture, including kangaroo tracks as a connection to Kaurna land, and flowing water to represent the natural environment of the Adelaide region.

“I always include kangaroo tracks when we’re living and working on Kaurna land—that’s my connection,” she explains.

Together, these elements form a visual story of resilience, connection and cultural respect—highlighting the importance of community, shared understanding, and creating culturally safe spaces for all.



Message from our CEO & Board Chair

Marni naa pudni (mar-nee nah pud-nee),

It is a privilege to share in a language and culture that has existed for over 60,000 years, deeply connected to the lands on which we live and work across South Australia. As we begin with this Kaurna greeting with our Diabetes SA head office is located on Kaurna lands, we acknowledge the Traditional Owners of Country throughout our state and pay our respects to Elders past and present. We also recognise the many Aboriginal and Torres Strait Islander Nations across South Australia whose enduring connection to land, culture and community continues to shape our shared future.

As the leaders of Diabetes SA, we recognise that reconciliation is not a statement of intent alone, it is a commitment to action, accountability and ongoing learning. Commencing the Reflection stage of our Reconciliation Action Plan, represents an important step for our organisation. It requires us to listen with humility, to build stronger relationships, and to critically reflect on how we deliver services, partner with communities, and contribute to improved health outcomes.

Across South Australia, more than 50,000 Aboriginal and Torres Strait Islander people call this state home. The burden of diabetes within these communities is significant. First Nations peoples are around three times more likely to live with diabetes, and experience far higher rates of serious complications, including a thirty-eight times higher incidence of avoidable amputations. These are not just statistics; they reflect lived experiences and inequities that require coordinated, culturally informed and community-led responses.

Diabetes SA has an important role to play, not as the leader of this work, but as a committed partner. Through our Reconciliation Action Plan, we look to be guided by peak-bodies, our RAP Ambassadors and through our engagement with Aboriginal communities to continuously improve the way we support culturally safe services and contribute to prevention and care models that are shaped by community knowledge and priorities.

This is the beginning of a deeper journey for our organisation. One grounded in respect, partnership and a shared commitment to better health

outcomes for Aboriginal and Torres Strait Islander peoples across South Australia.

Catherine Hughes

Chief Executive Officer, Diabetes SA

Christine Bell

Diabetes SA Chairperson



Statement from CEO of Reconciliation Australia

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



Diabetes SA 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 over 5.5 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 Diabetes SA 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 Diabetes SA, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Chief Executive Officer
Reconciliation Australia

Our Business

A proudly South Australian organisation, Diabetes SA supports people at risk of, or living with diabetes, as well as the families, carers and health professionals who support them.

Diabetes SA Head Office, retail store and health hub is located in Hilton South Australia, on Kaurna country. While we operate from one central office, our role is to support South Australians across the state and as such, we travel to regional and remote communities to deliver health programs closer to home from the lands of the Wirangu to Arabana, Buandig to Ngadjuri.

At the heart of everything we do, is a commitment to reducing the risk and impact of diabetes across our state. As a not-for-profit, member-based organisation, we deliver trusted information, education and support to individuals and communities across metropolitan, regional and remote communities, South Australia-wide.

Whether it's one-on-one consultations with our accredited dietitians, diabetes educators and exercise physiologist, professional advice online or

over the phone, discussions with community—in the community; help monitoring blood glucose levels or understanding possible complications—our support is comprehensive and personal.

Our work is made possible thanks to the generosity of our members, donors, and supporters. Together, we help fund essential education programs, awareness campaigns, and the research that brings us closer to a cure, reducing incidents of diabetes and better management and prevention of serious complications.

Our team of approximately twenty five staff form a diverse, passionate, and highly skilled group, committed to making a difference. We currently have one employee who identifies as an Aboriginal and/or Torres Strait Islander person. Through this RAP, we aim to build on this by continuing our journey on our understanding of representation, inclusion and cultural safety within our organisation.



Our RAP

Diabetes SA is developing and implementing a Reflect Reconciliation Action Plan (RAP) to demonstrate our commitment to reconciliation and to building respectful relationships with Aboriginal and Torres Strait Islander peoples. As an established organisation providing services directly to Aboriginal and Torres Strait Islander peoples and recognising the increased risk First Nations communities face in developing diabetes, it has been a missed opportunity to not have a formal recognition of the need for a reconciliation focus within our organisation. This RAP signifies a change in Diabetes SA's journey, where we identify opportunities for improvement, and taking meaningful action towards improving cultural understanding, and embedding respectful and inclusive practices into the way we operate as an organisation.

Our RAP has been developed and guided by a working group to set actions that value and recognise Aboriginal and Torres Strait Islander cultures and heritages as a proud part of our shared

identity. Diabetes SA commit to an operational implementation assurance process, whilst the dedicated RAP Working Group will meet regularly to actively track and evaluate the implementation of our RAP.

Our Working Group

Managing Director, Miri Krawi Services	Garry Goldsmith
Eastern Arrernte and Tanganekald woman	Courtney Hammond
Aboriginal & CALD Engagement Officer, Diabetes SA	Milly Sumner
Registered Nurse and Credentialed Diabetes Educator, Diabetes SA	Satinder Kaur
Health Services Manager, Diabetes SA	Jane Lucas
CEO, Diabetes SA	Catherine Hughes (RAP Champion)
Marketing and Fundraising Manager, Diabetes SA	Chantelle Vella (RAP Champion)

Our Partnerships & Activities

Whilst Diabetes SA has not embarked on a Reconciliation planning process previously, the organisation has sought to recognise and celebrate our First Nations peoples through annual events and active engagement with risk awareness and management programs. Recognising the number of Aboriginal and Torres Strait Islander people impacted by diabetes as individuals and communities, we run a number of programs in communities, for health professionals, and in our prisons.

These include:

- Community information sessions
- Diabetes Yarning sessions
- Diabetes Yarning facilitator training
- Aboriginal Health Worker Engagement sessions



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1 Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	July 2026	Chief Executive Officer
	1.2 Research best-practice principles to support respectful and effective partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2026	Research and Program Development Manager
	1.3. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2026	Health Services Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	2.1 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2027	Marketing and Fundraising Manager
	2.2 RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2027	Marketing and Fundraising Manager
	2.3 Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2027	Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	3.1 Communicate our commitment to reconciliation across the organisation.	July 2026	Chief Executive Officer
	3.2 Incorporate a Kurna greeting of "Niina marni" followed by "Marni'ai" to open internal meetings. Ensure all staff understand the meaning of these statements and the intent behind incorporating Kurna language into Diabetes SA.	July 2026	All Managers
	3.3 Communicate our commitment to reconciliation publicly.	July 2026	Chief Executive Officer & Marketing and Fundraising Manager

Action	Deliverable	Timeline	Responsibility
	3.4 Identify external stakeholders that our organisation can engage with on our reconciliation journey, including those outside of our organisation that are a part of our RAP Working Group.	July 2026	Chief Executive Officer
	3.5 Identify organisations with a RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2026	Chief Executive Officer
4. Promote positive race relations through anti-discrimination strategies.	4.1 Research best practice and policies in areas of race relations and anti-discrimination.	October 2026	Manager, Corporate Services and Facilities
	4.2 Review HR policies and procedures to identify existing and future anti-discrimination requirements and ensure their consistent incorporation across documentation.	October 2026	Marketing and Fundraising Manager

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1 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 2026	Chief Executive Officer
	5.2 Conduct a review of cultural learning needs within our organisation.	September 2026	Marketing and Fundraising Manager
	5.3 Organise cultural competence training for all staff members.	September 2026	Marketing and Fundraising Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1 Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2027	Chief Executive Officer
	6.2 Invite a local Traditional Owner or Custodian to provide a Welcome to Country at Significant Events each year.	June 2027	Chief Executive Officer
	6.3 Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols.	November 2026	Chief Executive Officer
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1 Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	First week in July 2026 First week in July 2027	Marketing and Fundraising Manager
	7.2 Introduce our staff to NAIDOC Week by promoting external events in our local area.	First week in July 2026 First week in July 2027	Health Services Manager
	7.3 RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2026 First week in July 2027	Chief Executive Officer

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	8.1 Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	February 2027	Manager, Corporate Services and Facilities
	8.2 Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	November 2026	Manager, Corporate Services and Facilities
	8.3 Explore recruitment platforms that improve employment visibility and opportunities for Aboriginal and Torres Strait Islander peoples.	October 2026	Manager, Corporate Services and Facilities
9. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	9.1 Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2026	Manager, Corporate Services and Facilities
	9.2 Investigate Supply Nation membership.	December 2026	Marketing and Fundraising Manager

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	10.1 Maintain a RWG to govern RAP implementation.	July 2027	Chief Executive Officer
	10.2 Draft a Terms of Reference for the RWG.	July 2026	Marketing and Fundraising Manager
	10.3 Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RWG.	September 2027	Chief Executive Officer
11. Provide appropriate support for effective implementation of RAP commitments.	11.1 Define resource needs for RAP implementation.	July 2026	Marketing and Fundraising Manager
	11.2 Engage senior leaders in the delivery of RAP commitments.	July 2026	Chief Executive Officer
	11.3 Maintain a senior leader to champion our RAP internally.	July 2026	Chief Executive Officer
	11.4 Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2026	Marketing and Fundraising Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	12.1 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 annually	Marketing and Fundraising Manager
	12.2 Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	Chief Executive Officer
	12.3 Communicate our RAP progress to internal and external stakeholders	July 2026	Chief Executive Officer
13. Continue our reconciliation journey by developing our next RAP.	13.1 Register via Reconciliation Australia's website to begin developing our next RAP.	March 2027	Chief Executive Officer

For public enquiries about our RAP please contact:
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Phone: 0404 605 747 Email: chantelle@diabetessa.com.au

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