RAP Impact Measurement Questionnaire 2020

Frequently Asked Questions
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2020 RAP Impact Measurement Questionnaire
Frequently Asked Questions

What is RAP reporting?

Reporting on your RAP is an annual requirement for members of the RAP program and it is a commitment in the Governance section of every RAP. To meet the reporting requirements, organisations are required to complete the RAP Impact Measurement Questionnaire, once every 12 months. The RAP Impact Measurement Questionnaire is an online questionnaire designed to measure progress against the minimum requirements of the RAP program.

In addition to completing the RAP Impact Measurement Questionnaire, we encourage all organisations to produce a public report to comprehensively capture RAP progress. This could take the form of a stand-alone publication, publishing the information on your website or as part of your annual report. Reporting publicly gives your organisation the opportunity to promote and celebrate your achievements, and show leadership by sharing key learnings with the RAP network.

Why is it important to report?

Data submitted through your RAP Impact Measurement Questionnaire contributes to Reconciliation Australia’s annual RAP Impact Measurement Report, which outlines the collective impact of the RAP program. This data enables Reconciliation Australia to determine the effectiveness of the RAP program. Additionally, the achievements and key learnings of your organisation will assist Reconciliation Australia to further develop the RAP program and will contribute to its ongoing evaluation.

Although reporting is a requirement of the RAP program, it is also an opportunity to assess how your organisation is tracking against its commitments.

If your organisation fails to report to Reconciliation Australia by the due date, it may affect the next type of RAP that your organisation can develop. Reporting consistently each year through the RAP Impact Measurement Questionnaire is a key prerequisite for the development of any Stretch or Elevate RAP.

When is our report due?

Organisations are required to report on RAP progress by 30 September each year in order to prepare the RAP Impact Measurement Report for publication in the following year.

For organisations with slower internal processes and approvals, we recommend starting to collect data in July each year in preparation.

The reporting period for the RAP Impact Measurement Questionnaire is 1 July – 30 June (the last financial year).

How do I report?

Reporting on your RAP is easily achieved by completing and submitting the online RAP Impact Measurement Questionnaire. Reconciliation Australia will send a link to the online questionnaire. The link is specific to the RAP organisation, and will be sent to the primary contact listed on Reconciliation Australia’s database.
To ensure that your organisation receives the link to the online questionnaire, please check that Reconciliation Australia has the most up to date contact information on file. Get in touch with your RAP Officer, or email us at RAP.reporting@reconciliation.org.au to check or update contact information.

**What type of questions are asked?**

The questions are included at the end of the document. Prior to filling out the online questionnaire, please refer to the questions below to collect the data and seek any relevant approvals within your organisation. Once you have collected the data please submit the responses via the link sent to you.

**How long will it take to report?**

Once you’ve collected the relevant data, completing the RAP Impact Measurement Questionnaire online should take approximately 15-20 minutes.

**Will the data I enter be kept confidential?**

All data entered into the online RAP Impact Measurement Questionnaire will be kept confidential. We do not publicly release data from any individual organisation, only aggregate data is used to prepare the RAP Impact Measurement Report.

**What if our RAP was endorsed less than 12 months ago?**

We strongly encourage organisations on their **FIRST RAP** to report in order to capture baseline data.

However, if your **FIRST RAP** was endorsed less than twelve months ago, your organisation is not required to complete the questionnaire for this particular reporting period.

**What if we don’t have a current RAP?**

All organisations active in the RAP program are required to report.

If you have had an endorsed RAP that has now expired, and you are currently scoping or drafting a new RAP, **you are still required to report**. Often organisations have gaps between RAPs, however if your organisation is still engaged in reconciliation activities and have not notified Reconciliation Australia of your intention to withdraw from the program, you are still considered active members of the RAP program.

Additionally, reporting is still important in this situation, as individual reports for each organisation will be assessed during the development phase of your next RAP. If you are intending on moving to a Stretch or Elevate RAP, you must have consistently reported each year you have been in the program in order to be considered.

**Do we need to report if we are currently in the process of developing our next RAP?**

Yes. You will be reporting on the previous financial year, rather than the duration of the last RAP, so you will still be able to report on your recent reconciliation activities.

**Who do I contact if I am having technical issues with reporting?**
Get in touch with your RAP Officer, or email us at RAP.reporting@reconciliation.org.au or call the RAP team on 02 6153 4400 and speak to a RAP Officer directly.

**What should I do if I haven’t received my link?**

Check your junk mail folders in your inbox, as your server may automatically reject the email as spam.

If you do not receive the email by late August, please email us at RAP.reporting@reconciliation.org.au or call the RAP team on 02 6153 4400 to speak to a RAP Officer directly.
## 2020 RAP Impact Measurement Questionnaire

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Organisation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Total number of employees</td>
<td>Options: □ Number of total employees in your organisation</td>
<td>Employees include any paid full-time, part-time or casual staff within your organisation. For global organisations, employees refer to Australian based employees only.</td>
</tr>
<tr>
<td>2. If you are a peak body, please indicate the total number of members you represent</td>
<td>Options: □ Number of members (organisations) □ Number of members (individuals)</td>
<td>For peak bodies and sporting clubs only with a membership base.</td>
</tr>
<tr>
<td>3. Total number of students</td>
<td>Options: □ Number of total students in your organisation □ Not applicable</td>
<td>For tertiary education institutions only</td>
</tr>
<tr>
<td>4. Latest endorsed RAP type</td>
<td>Options: □ Reflect RAP □ Innovate RAP □ Stretch RAP □ Elevate RAP</td>
<td>Select the latest type of RAP your organisation developed that was endorsed by Reconciliation Australia.</td>
</tr>
</tbody>
</table>

### RAP development

#### Support from Reconciliation Australia

5a. *To what extent do you agree or disagree:*
Reconciliation Australia provides your organisation with sufficient support, guidance, advice and direction to **develop** your RAP

<table>
<thead>
<tr>
<th>Options</th>
<th></th>
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<tbody>
<tr>
<td>□ Strongly Disagree</td>
<td>□ Disagree</td>
</tr>
<tr>
<td>□ Neutral</td>
<td>□ Agree</td>
</tr>
<tr>
<td>□ Strongly Agree</td>
<td></td>
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</tbody>
</table>

5b. *To what extent do you agree or disagree:*
Reconciliation Australia provides your organisation with sufficient support, guidance, advice and direction to **implement** your RAP

<table>
<thead>
<tr>
<th>Options</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>□ Strongly Disagree</td>
<td>□ Disagree</td>
</tr>
<tr>
<td>□ Neutral</td>
<td>□ Agree</td>
</tr>
</tbody>
</table>
6. Indicate the frequency of contact your organisation has had with Reconciliation Australia

- [ ] Strongly Agree

Options:
- [ ] Weekly
- [ ] Monthly
- [ ] Once every two or three months
- [ ] More than once a year but less than once a quarter
- [ ] Once a year or less

**RAP implementation**

7. What level of commitment have your senior leaders demonstrated towards reconciliation and the implementation of your RAP?

- [ ] Our leaders were instrumental in encouraging staff participation in the RAP
- [ ] Our leaders are seen by staff as playing an active role in delivering on RAP commitments
- [ ] Our CEO has made a public statement in support of our RAP
- [ ] Our senior leaders are active members of our RAP Working Group
- [ ] Our leaders are supportive but aren’t always sure what they can do to support our RAP
- [ ] Only a few of our leaders are supportive of our RAP
- [ ] Our leaders have not demonstrated commitment to our RAP

**Relationships**

**Partnerships**

8. How many Aboriginal and Torres Strait Islander organisations have you formed or maintained a partnership with in the last 12 months?

- [ ] Number of formal partners
- [ ] Number of informal partners

Options:
- [ ] Formal partners refer to partnerships that have been formalised with a contract or memorandum of understanding.

9. We would really like to highlight the partnerships between RAP organisations and Aboriginal and Torres Strait Islander organisations. Have you got a story to tell us that we can share?

Text box to provide information on RAP activities

Please provide a short overview and the RAP team will be in touch to request further information.

**Collaboration and partnership**

10. To what extent were collaborations and partnerships formed in the last 12 months driven by your RAP commitments?

- [ ] None
- [ ] A little
- [ ] Some
- [ ] Quite a lot
- [ ] A great deal
- [ ] Not applicable
11. Did your organisation participate in NRW this year?
- □ Yes
- □ No
- □ Don’t know

12. How did your organisation participate in NRW this year?
   a. Activity led/ hosted primarily by your organisation
   - Launched our RAP
   - Launched a new program or initiative
   - Invited guest speakers to attend our events
   - Distribution of information, resources and promotional material to staff or public
   - Raised awareness through social media or on our website
   - Unveiled a plaque or named a facility
   - Learning seminars, workshops, documentary screenings or training sessions
   - Reconciliation event, presentation, meeting, forum such as a tea, lunch or dinner
   - Held an online event

   b. Attended or minor supporter of external activity
   - Cultural event or exhibition involving dance, language, art, music, film, food or a tour
   - Organised Welcome to Country or other traditional ceremonies
   - Participated in commemorative events or campaign such as a Sea of Hands, Sorry Day events, marches or walks
   - Raised awareness through flags, posters, banners and displays

   Please select all that apply.
<table>
<thead>
<tr>
<th>13. How many NRW events did your organisation host this year?</th>
<th>Options:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>□ Number of events</td>
</tr>
</tbody>
</table>

**Respect**

### Cultural learning

14. Does your organisation have an Aboriginal and Torres Strait Islander cultural learning strategy document?

Options:
- □ Yes
- □ No
- □ Don’t know

15. What is the target number of staff that your organisation committed to undertake a cultural learning program, in the reporting period?

Options:
- □ Target number
- □ Not applicable

Target number is the actual number of employees (not calculated on an FTE basis).

16. How many staff have undertaken a cultural learning program during the reporting period?

Options:
- □ Overall number

Breakdown:
- □ E-learning cultural program
- □ Face-to-face cultural program
- □ Cultural immersion program

A cultural immersion program refers to a cultural experience on Country, guided by a local Traditional Owner.

### Cultural protocols

17. Does your organisation have an Aboriginal and Torres Strait Islander cultural protocols document?

Options:
- □ Yes
- □ No
- □ Don’t know

18. How did your organisation celebrate NAIDOC Week 2019?

Text box to provide information on RAP activities.

19. How has your organisation increased visibility of Aboriginal and Torres Strait Islander cultures this year?

Text box to provide information on RAP activities. This could refer to increasing visibility in the workplace and/or in the public sphere.
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>20. Have you changed any of your core and/or external facing services and practices as a result of your RAP?</td>
<td>Options: □ Yes □ No</td>
</tr>
<tr>
<td><strong>Culturally appropriate services and practices</strong></td>
<td></td>
</tr>
<tr>
<td>21. Have you noticed any changes for your customers/clients/supporters/other stakeholders due to the way you operate with more culturally appropriate services or practices?</td>
<td>Options: □ Very negative □ Negative □ No change □ Positive □ Very positive □ Not applicable</td>
</tr>
<tr>
<td>22. To what extent were activities and changes relating to cultural competency driven by your RAP commitments?</td>
<td>Options: □ None □ A little □ Some □ Quite a lot □ A great deal</td>
</tr>
<tr>
<td><strong>Opportunities</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Aboriginal and Torres Strait Islander employment</strong></td>
<td></td>
</tr>
<tr>
<td>23. To what extent do you agree or disagree with the following statements:</td>
<td>Options: 12 months ago: □ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree □ Not Applicable Now: □ Strongly Disagree □ Disagree □ Neutral □ Agree □ Strongly Agree □ Not applicable</td>
</tr>
<tr>
<td>24. Does your organisation have an Aboriginal and Torres Strait Islander employment and retention strategy document?</td>
<td>Options: □ Yes □ No □ Don't know</td>
</tr>
</tbody>
</table>
25. What is your target for Aboriginal and Torres Strait Islander employment in this reporting period? Options:
- Target number
- Not applicable

26. How many Aboriginal and Torres Strait Islander staff does your organisation currently employ? Options:
- Overall number

Breakdown:
- Permanent full-time
- Permanent part-time
- Casual
- Apprentices
- Traineeships
- Internships
- Cadetships
- Contractors
- Secondees
- Non-ongoing full-time
- Non-ongoing part-time

Permanent employment refers to employees that have been engaged in ongoing employment or that have been employed for longer than 12 months. Non-ongoing employment refers to staff that have been employed for a specific project, or short term contract (less than 12 months).

27. Please indicate the number of Aboriginal and Torres Strait Islander staff that are in:
Options:
- Board positions
- Executive roles
- Other management positions
- Junior roles

28. How many Aboriginal and Torres Strait Islander staff did you retain in your organisation throughout the reporting period? Options:
- Number
- Not applicable

29. Did your organisation provide professional development opportunities to Aboriginal and Torres Strait Islander people? Options:
- Yes – pre-employment training
- Yes – progression within current role training
- Yes – mentorship programs
- Yes – employment pathway programs
- Yes – collaboration with other RAP organisations
- No

Please select all that apply.

30. To what extent were employment changes driven by your RAP commitments? Options:
- Not at all
- A little
- Some
- Quite a lot
- A great deal
<table>
<thead>
<tr>
<th><strong>Aboriginal and Torres Strait Islander procurement</strong></th>
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</thead>
<tbody>
<tr>
<td>31. Does your organisation have an Aboriginal and Torres Strait Islander procurement strategy document?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Yes</td>
<td>□ No</td>
<td>□ Don't know</td>
</tr>
<tr>
<td>32. What is the dollar value of procurement from Aboriginal and Torres Strait Islander businesses in the reporting period?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Dollar value of goods and/or services procured from Aboriginal and Torres Strait Islander businesses</td>
<td>□ Dollar value of spend from businesses certified by Supply Nation</td>
<td></td>
</tr>
<tr>
<td>33. How many Aboriginal and Torres Strait Islander businesses did you enter a contract with, during the reporting period?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Not applicable</td>
<td>□ Number of all Aboriginal and Torres Strait Islander businesses</td>
<td>□ Number of businesses certified by Supply Nation</td>
</tr>
<tr>
<td>34. Is your organisation a Supply Nation member?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Yes</td>
<td>□ No</td>
<td></td>
</tr>
</tbody>
</table>

*We consider Aboriginal and Torres Strait Islander businesses to be those businesses which are at least 50% Aboriginal and Torres Strait Islander owned.*

| 35. To what extent were procurement changes driven by your RAP commitments? | Options: |  |
| □ None | □ A little | □ Some | □ Quite a lot | □ A great deal |

*Attribution seeks to understand the degree to which the RAP has influenced reconciliation actions relating to business.*

<table>
<thead>
<tr>
<th><strong>Donations, contributions, and pro-bono services</strong></th>
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</thead>
<tbody>
<tr>
<td>36. What is the dollar value of donations made to Aboriginal and Torres Strait Islander organisations in the reporting period?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Dollar value of spend</td>
<td>□ Not applicable</td>
<td></td>
</tr>
<tr>
<td>37. What is the dollar value of contributions to Aboriginal and Torres Strait Islander education scholarships in the reporting period?</td>
<td>Options:</td>
<td></td>
</tr>
<tr>
<td>□ Dollar amount for direct funding of scholarships</td>
<td>□ Not applicable</td>
<td></td>
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</tbody>
</table>

*An example of a scholarship includes your organisation funding or partially funding a place at a university or in a TAFE course for Aboriginal and Torres Strait Islander students.*
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 38. What is the dollar value of contributions to organisations that support Aboriginal and Torres Strait Islander students? | Options:  
- Dollar amount of contributions to organisations that support Aboriginal and Torres Strait Islander students  
- Not applicable | An example of a contribution would be your organisation providing funds to an organisation which supports Aboriginal and Torres Strait Islander students to complete study. |
| 39. What is the value of pro bono services provided to Aboriginal and Torres Strait Islander individuals, organisations, or communities in the last 12 months? | Options:  
- Hours of pro bono services provided  
- Dollar value of pro bono services provided  
- Not applicable | Pro bono service is professional work undertaken voluntarily and without payment. |
| **COVID-19 and the RAP network**                                        |                                                                        |                                                                                            |
| 40. Please indicate the level of financial impact COVID-19 has had on your organisation? | Options:  
- None  
- Minimal (less than 10% decrease in business or hours)  
- Significant (some job loss and/or reduced salary for existing employees, loss of business revenue of more than 10%)  
- Severe (significant job loss or stand downs and significant business revenue loss) |                                                                                            |
| 41. Please indicate the level of operational impact COVID-19 has had on your organisation? | Options:  
- None  
- Limited (relatively few changes in workload and business activities)  
- Significant (some increased demand for services)  
- Extreme (increased demand for services, need to hire additional employees or bring in secondees) |                                                                                            |
| 42. Please tell us about how your organisation has utilised opportunities to exceed your RAP deliverables in light of COVID-19? | Text box to provide information/examples | For example, increased procurement from Aboriginal and Torres Strait Islander organisations. |
| 43. Please let us know how COVID-19 has impacted your organisation’s ability to implement your reconciliation commitments from the following options: | Options:  
- Employment  
- Procurement  
- Cultural learning  
- Community engagement  
- Additional comments (Free text box) |                                                                                            |
| 44. Please tell us how your organisation has pivoted your reconciliation commitments to | Text box to provide information on RAP activities. |                                                                                            |
address community needs during COVID-19?

**Case studies and testimonials**

45. Please tell us about how your organisation has worked towards advancing any of the five dimensions of reconciliation?

| Text box to provide information on RAP activities. | Race Relations, Equality and Equity, Institutional Integrity, Historical Acceptance and Unity. |

46. Please tell us about any other comments you have or stories you’d like to share on your experiences through delivering your organisation’s RAP commitments this year.

| Text box to provide information on RAP activities. |

**Testimonial (Optional)**

Please provide a short testimonial regarding the impact that your RAP has had within your organisation.

Please note that this may be included in Reconciliation Australia publications.

| Text box to provide information on RAP activities. |

**Attachments (Optional)**

Do you have any strategy documents or relevant files that you are happy for us to share with the wider RAP network?

<table>
<thead>
<tr>
<th>Options:</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

You can also email us at RAP.reporting@reconciliation.org.au

Documents could include:
- Cultural competency strategy
- Cultural protocols document
- Employment and retention strategy
- Procurement strategy

**End of questionnaire**

PLEASE NOTE: In the spirit of reconciliation, we encourage the RAP network to work together and share key learnings in order to have the greatest impact. At the end of the questionnaire, you will have the opportunity to upload documents that have been instrumental to your organisation’s reconciliation journey. By uploading documents through this portal, you are giving Reconciliation Australia permission to share the documents with the RAP network.