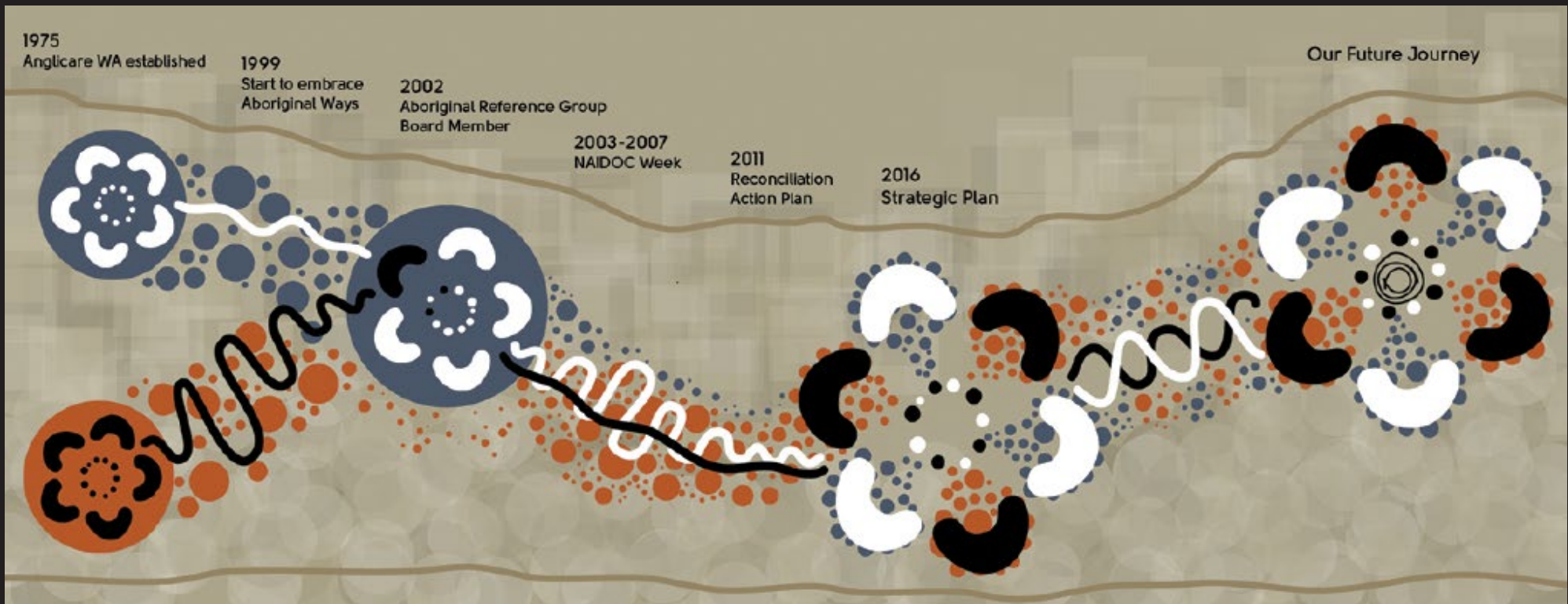


Anglicare WA's STRETCH Reconciliation Action Plan



September 2021 to September 2022 Progress Report



Our Progress

CURRENT FOCUS

To implement the Stretch RAP 2019-2022, the organisation focused on increasing Aboriginal employment, building cultural awareness and safety and strengthening partnerships with external Aboriginal organisations.

OUR CHALLENGES AND LEARNINGS

COVID and COVID related restrictions impacted on AAG face-to-face meetings, staff travel to the regions, caution with attending and organising events for NAIDOC and Reconciliation Week.

Aboriginal employment numbers currently sit at **4.6%** of our workforce from an original baseline of 3.0% . We are still aiming for 7% Aboriginal employment, we are committed to better retaining Aboriginal employees, attracting new Aboriginal employees, and providing career leadership development opportunities to our Aboriginal staff members. Over the past couple of months, we have been looking at supporting some of our casual staff to increase their hours and with one take on a traineeship. Retaining and recruiting Aboriginal employees remains a challenge.

We are experiencing difficulties getting our staff to register their Aboriginal cultural learning activities, even though we know that many of our staff have participated in activities (as a site / and or as individuals).

Cultural Awareness and immersion activities have certainly challenged many staff's preconceived ideas and values, some staff have been comfortable with this journey and others have struggled a little. Our Aboriginal and Torres Strait Islander Lead and Cultural Awareness facilitators have had to answer many questions relating to new learnings and engage in respectful but truthful discussions about how to move forward.

The organisation challenged its position on how it supports Aboriginal Community Controlled Organisations and building capacities with several ACCOs has been instrumental in enabling us to learn, reflect, and move forward in a positive manner with the aim of supporting the Aboriginal community toward self-determination rather than taking over.

Although we have offered leadership opportunities to most of the ATSI staff through the staff network eg. Straight Talk, WAALI leadership program. Although, staff recognise that it they are great opportunities. We found when asked about travel or after work hours component, issues relating to timing, travel and childcare were raised. Many of our staff are women with children and we found that the leadership opportunities didn't seem to accommodate for Women with childcare responsibilities.

NEW FOCUS

During this RAP reporting period, there have been a few significant changes externally and within the organisations that have shifted our focus. Following are the areas and related actions that will be addressed in our new RAP.

- Embed the Aboriginal Cultural Security Framework into services.
- Establish a capacity building fund and develop plans to support/ respond to local Aboriginal organisations and initiative requests.
- Identify potential opportunities to support local ACCOs to take a primary leadership role in service provision.
- Continued activity to enhance Aboriginal employment and retention

Our Achievements

ABORIGINAL EMPLOYMENT

Our Aboriginal Employment statistics are currently 4.6%.

- We have a new Trainee in Mandurah, (started in June) who has been with us for a few years starting as a creche worker.
- We have secured 6 months casual employment for the casual worker replacing the casual creche worker, with a hope to possibly support this person into a traineeship.
- We are negotiating with our Albany site for a trainee.

We hope to support one of our staff for future study as a Social Worker next year. However, the ATSIEL will support her to access study entitlements and apply for scholarships available.

ABORIGINAL ADVISORY GROUP

Our **Aboriginal Advisory Group** have met 4 times in the **21-22** reporting period.

September	4 attended
December	3 attended
February	7 attended
June	3 attended

Main items covered during these meetings:

- Strategic Plan (input into and feedback into)
- Curtin's Ethical Decision-Making Framework
- (Information session / feedback session x2)
- Feedback on First Nations Voice / Treaty and Truth telling
- New TOR AAG reviewed and endorsed (x2 sessions)

CULTURAL SECURITY PRACTICE GUIDE

This guide has been developed by the Aboriginal and Torres Strait Islander

CELEBRATIONS OF ABORIGINAL CULTURE AND RECONCILIATION

Engagement Lead and has been sent to the Aboriginal Advisory Group for review. The AAG have yet to endorse it. We hope to get this guide along with the new Cultural Security Framework developed and endorsed by October this year. All 3 documents, the strategic plan, cultural security framework and RAP will inter-link.

ACCO PARTNERSHIPS

In many of our service locations, we have strong relationships with local Aboriginal Controlled Community Organisations (ACCOs). Our approx. 30 ACCO relationships vary significantly according to local circumstances and include: integrated service relationships, such as joint service provision and co-location; skills sharing, such as back-office support and training; and community support, through events and informal referrals.

These partnerships also increasingly involve co-designed services. Some key co-design highlights from the last 12 months include:

- A co-design project with Ngnowar Aerwah Aboriginal Corporation, to redesign Alcohol and Other Drug and Mental Health Support Services in Wyndham.
- The joint development of a Family Violence Service with Emama Nguda in Derby; and
- Yorganup homestretch program development and support.

RECONCILIATION COMMITTEE MEETINGS

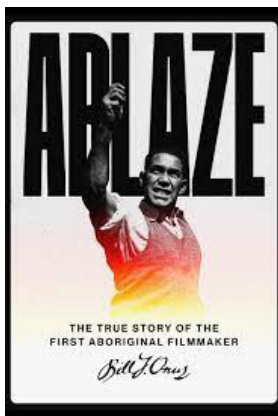
RAP Committee meetings are conducted bi-monthly, averaging 8-10 members attending each meeting (x2 Aboriginal members). The RAP committee minutes are available on the Aboriginal Engagement Intranet site for all to see. The RAP Committee has supported a 2nd Stretch Reconciliation Action Plan (2023_2026), due to the requirements for Elevate RAP, not being suited to the organisation at this stage.

RECONCILIATION WEEK 2022

saw at least 30 of our staff attend the Reconciliation Walk at Kings Park wearing their new tee-shirts. Previous year it was approximately 10 people attending. A calendar of events was posted for staff to attend local events on workplace 19th May.



MOVIE SCREENING Ablaze was organised for all staff to view from 12pm – 9pm on Sorry Day. Many people viewed this documentary and provided some great feedback on their learnings. The documentary made available for all staff to view on Sorry Day see link: [\(178\) Ablaze | Trailer - YouTube](#)



OUR RECONCILIATION SHIRTS



NAIDOC WEEK quite a few of our sites celebrated NAIDOC by attending Aboriginal community events. Some sites also ran internal events e.g. Mandurah, Rockingham, Foyer. We encouraged staff this year to attend events run by the Aboriginal community, rather than just celebrating in-house.

Pictured: Bunbury team flag raising ceremony / Metro Services - Rockingham / Arbor Grove / Foyer (Right); Mandurah 1&2 / Metro Services - Ellenbrook (right)



A group of people are gathered around a table covered with a red and white patterned cloth. They are looking at a large black tray filled with round, flatbread-like items. One person is wearing an orange shirt.



ABORIGINAL CULTURAL AWARENESS TRAINING & SELF-DIRECTED LEARNING



Aboriginal Cultural Awareness Workplace Training – Face to Face

87% of current full & part time staff have attended face to face cultural awareness training (313 staff completed). COVID prevented face to face delivery earlier in the year, however we still trained two groups in May via Zoom. (pictured)

We have cultural awareness training being delivered in Collie to 17 people on Thursday 11 August and another session in Perth again on October 12.



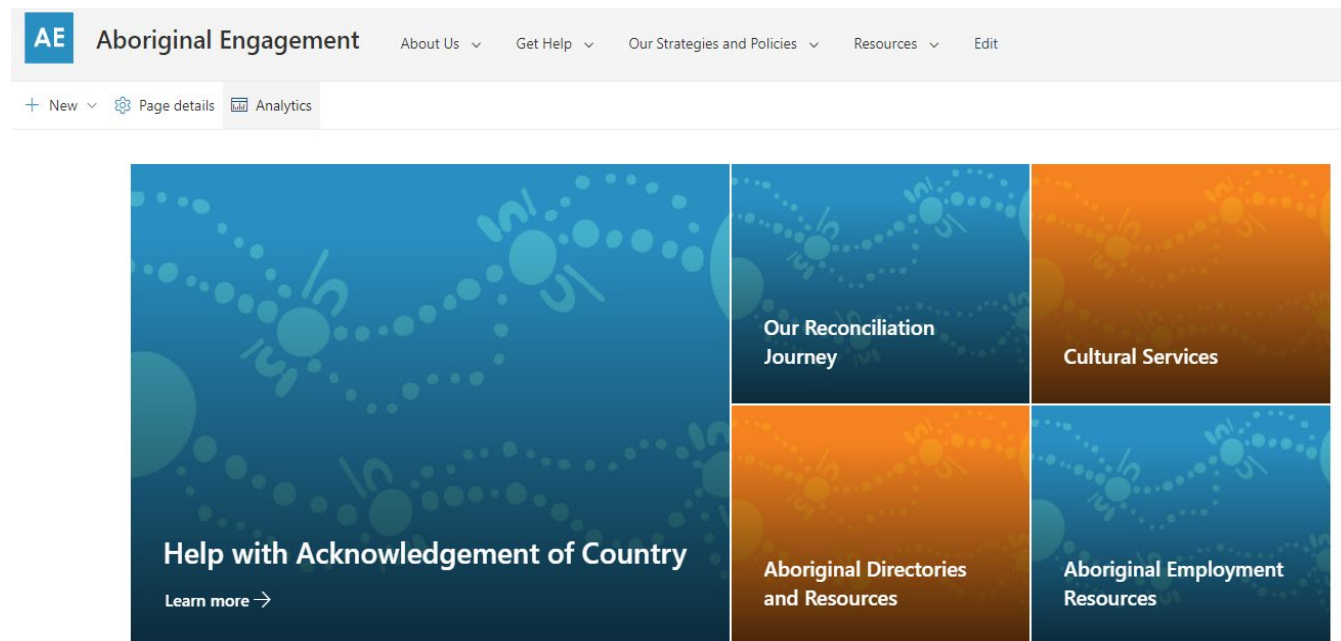
Learning from and supporting Aboriginal people - Online Learning

381 staff have completed an online learning piece that relates to Aboriginal Culture in an area of interest to them. Staff were required to fill out a survey to list the type of learning undertaken and what they feel they learnt from it.

Aboriginal Supplier & Procurement Policy (Recent Activity)

Aboriginal supplier expenditure has increased 5 ½ times since 2019. The development and promotion of the Aboriginal Procurement Policy, alongside system changes now assist us to capture Aboriginal supplier information.

- Some highlights in this area include:
- Increase in Aboriginal supplier expenditure across the organisation.
- Development, promotion, and endorsement of the Aboriginal procurement policy.
- Identifying an Aboriginal supplier for RATS tests.
- Use of Aboriginal suppliers for immersion activities/ cultural awareness.
- Sharing Aboriginal supplier information on the Aboriginal Engagement site.



Aboriginal Engagement Site portal (resource for all staff)

This new site includes a list of known and currently used Aboriginal businesses and provides links to supply nation and Aboriginal tourism directories for the procurement of services. The portal also provides access to the RAP committee's Terms of Reference and minutes.

It is also a source of information on how to organise a 'Welcome to Country' and do an 'Acknowledgement of Country'. Staff can also view policies and strategic documents relating to Aboriginal Engagement.

[See homepage for Aboriginal Engagement Intranet site](#)

Cultural Sensitivity Warning !!

Aboriginal and Torres Strait Islander viewers are advised that this website may contain images, voices and videos of deceased persons.

RAP Actions Status

 Exceeded
  Achieved or on track
  Not on track
  Not yet due



Relationships

Action	Deliverable	Timeline	Status
1. RAP Committee actively monitors RAP development and implementation	<ul style="list-style-type: none"> Oversee the development, endorsement and launch of the RAP. 	September 2019	
	<ul style="list-style-type: none"> Ensure there are Aboriginal peoples on the RAP Committee. 	September 2019, reviewed annually	
	<ul style="list-style-type: none"> Meet at least four times per year to monitor and report on RAP implementation. 	Feb, May, Aug, Nov	
	<ul style="list-style-type: none"> Appoint an internal RAP Champion(s) from senior management. 	September 2019	
	<ul style="list-style-type: none"> Review Terms of Reference for the RAP Committee. 	September 2019	
	<ul style="list-style-type: none"> Review Terms of Reference for the Elders Council to provide guidance and cultural advice, particularly in relation to advocacy priorities. 	September 2019	
2. Celebrate National Reconciliation Week (NRW) to strengthen and maintain relationships between Aboriginal staff and other staff	<ul style="list-style-type: none"> Organise at least 3 internal NRW events each year across the State. 	Annually in May	
	<ul style="list-style-type: none"> Register all external NRW events via Reconciliation Australia's NRW website. 	Annually in April	
	<ul style="list-style-type: none"> Encourage staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	Annually in May	
	<ul style="list-style-type: none"> Ensure our RAP Working Group participates in Perth's Sorry Day event each year. 	Annually in May	

Action	Deliverable	Timeline	Status
3. Maintain and leverage mutually beneficial relationships with Aboriginal peoples, communities, and organisations to support positive outcomes	<ul style="list-style-type: none"> Develop and implement local engagement plans to work with our Aboriginal stakeholders across all our regions and report at least annually to relevant Aboriginal stakeholders. 	September 2019, reviewed annually	✓
	<ul style="list-style-type: none"> Meet with at least one local Aboriginal organisation in each service area in which we operate to develop guiding principles for future engagement. 	March 2020	✓
	<ul style="list-style-type: none"> Establish formal two-way partnerships to build capacity in at least two Aboriginal organisations and where possible, support a transition to Aboriginal organisations becoming primary service providers. 	June 2020	✓
	<ul style="list-style-type: none"> Become a member of Reconciliation WA network and participate in events regularly. 	September 2019	✓
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	<ul style="list-style-type: none"> Develop and implement a strategy to communicate our RAP to all internal and external stakeholders. 	September 2019	✓
	<ul style="list-style-type: none"> Promote equality and equity for Aboriginal peoples through public advocacy, including at least one external advocacy campaign annually. 	December, Reviewed annually	✓
	<ul style="list-style-type: none"> Engage our senior leaders in the delivery of RAP outcomes through inclusion in the 2019-2022 Strategic Plan 	December 2019	✓
5. Ensure we provide culturally appropriate services	<ul style="list-style-type: none"> Regularly seek input from the Elders Council, local Elders across Western Australia, Aboriginal Community Controlled Organisations, Aboriginal staff and our First Nations Consultant to ensure that we are providing culturally appropriate services. 	Annual review - June	✓
	<ul style="list-style-type: none"> Identify at least two formal or informal local forums or networking groups concerning culturally appropriate service delivery. 	September 2019	✓
	<ul style="list-style-type: none"> Attend, listen and report back learnings from at least two forums to Anglicare WA and across the community sector each year. 	June 2020, 2021	✓
	<ul style="list-style-type: none"> Listen and share across the community sector through participation in local formal and informal Aboriginal networking groups. 	Ongoing, reviewed annually in September	✓
	<ul style="list-style-type: none"> Ensure that input from Aboriginal stakeholders is incorporated in our service design, through regular updates to Regional Managers, Service Managers and staff. 	Ongoing, reviewed annually in September	✓
	<ul style="list-style-type: none"> Communicate that all our service venues are culturally appropriate by displaying Aboriginal flags, posters and signs. 	September 2019	✓
	<ul style="list-style-type: none"> Develop an internal Aboriginal Practice Framework, integrated with our Service Excellence approach. 	June 2020	✓



Respect

Action	Deliverable	Timeline	Status
6. Increase knowledge and understanding of Aboriginal cultures, histories, and achievements	<ul style="list-style-type: none"> Develop, implement, and review an Aboriginal cultural learning strategy for our staff which defines continuous cultural learning needs of employees in all areas of our operations and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion). 	December 2019	✓
	<ul style="list-style-type: none"> Require all staff to undertake online cultural learning activities, either through Reconciliation Australia's Share Our Pride online tool or equivalent. 	December 2019	✓
	<ul style="list-style-type: none"> Ensure cultural learning activities are part of induction. 	December 2019	✓
	<ul style="list-style-type: none"> 50% of full-time and part-time staff to undertake face to face cultural workshop learning activities, including RAP Committee and Executive. 	December 2020	⊗
	<ul style="list-style-type: none"> 10% of full-time and part-time staff to undertake cultural immersion learning activities. 	December 2020	⊗
	<ul style="list-style-type: none"> Provide 1:1 cultural support to all Aboriginal staff, through our First Nations Consultant or other Aboriginal staff, as requested. 	December 2020	✓
	<ul style="list-style-type: none"> Maintain a cultural directory of local Aboriginal organisations at all service locations. 	December 2019	✓
7. Demonstrate respect to Aboriginal peoples and communities by embedding cultural protocols as part of the way our organisation functions	<ul style="list-style-type: none"> Review our cultural protocol document for Welcome to Country and Acknowledgement of Country and other local cultural protocols. 	September 2019	✓
	<ul style="list-style-type: none"> Invite a local Traditional Owner to provide a Welcome to Country, at significant events each year, including our Annual General Meeting and all other public events. 	At least annually	✓
	<ul style="list-style-type: none"> Maintain and review a list of key contacts for organising a Welcome to Country. 	December 2019	✓
	<ul style="list-style-type: none"> Include an Acknowledgement of Country at the commencement of internal meetings and all other gatherings. 	Annual review - June	✓
	<ul style="list-style-type: none"> Create and display an Acknowledgment of Country plaque in all of our offices. 	December 2019	✓
	<ul style="list-style-type: none"> Continue to include an Acknowledgement of Country in our meeting templates. 	Annual review - June	✓
	<ul style="list-style-type: none"> Continue to include Reconciliation as a standing item in all formal internal service delivery meetings. 	Annual review - June	✓
	<ul style="list-style-type: none"> Where possible, fly Aboriginal and Torres Strait Islander flags at AWA offices. 	December 2019	✓

Action	Deliverable	Timeline	Status
8. Celebrate NAIDOC Week and provide opportunities for Aboriginal staff to engage with culture and community during NAIDOC Week	<ul style="list-style-type: none"> Support all staff to participate in NAIDOC Week events in the local community. 	Annually in June	☑
	<ul style="list-style-type: none"> Provide opportunities for all Aboriginal staff to participate in community NAIDOC Week events. 	Annual review - June	☑
	<ul style="list-style-type: none"> Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week. 	Annual review - June	☑
	<ul style="list-style-type: none"> In consultation with Aboriginal peoples, hold an internal or public NAIDOC Week event. 	Annual review - June	☑
	<ul style="list-style-type: none"> Senior staff to promote NAIDOC Week through email and internal and external social media. 	Annual review - June	☑
	<ul style="list-style-type: none"> Develop a calendar of significant Aboriginal events and activities to promote them. 	Annual review - June	☑
9. Undertake advocacy on behalf of our Aboriginal clients	<ul style="list-style-type: none"> Confirm Aboriginal advocacy priorities with the AAG annually. 	February	☑
	<ul style="list-style-type: none"> Use appropriate channels to further Aboriginal advocacy priorities. 	Annual review - February	☑
	<ul style="list-style-type: none"> Check all advocacy messaging with Elders Council Chair. 	Annual review - February	☑



Opportunities

Action	Deliverable	Timeline	Status	
10. Increase Aboriginal recruitment and retention	<ul style="list-style-type: none"> Increase Aboriginal employment to 7%. 	June 2022	⊗	
	<ul style="list-style-type: none"> Develop, implement, review, and update Aboriginal employment and retention strategy, which includes professional development. 	December 2019	⊙	
	<ul style="list-style-type: none"> Engage with existing Aboriginal staff to consult on employment strategies, including professional development. 	December 2019	⊙	
	<ul style="list-style-type: none"> Include an Aboriginal person on recruitment panels for community and client-facing roles where possible. 	Annual review - June	⊙	
	Recruitment	<ul style="list-style-type: none"> Commence interviews with an Acknowledgment. 	Annual review - June	⊙
		<ul style="list-style-type: none"> Support unsuccessful Aboriginal job applicants to seek alternative roles within organisation. 	December 2020	⊙
		<ul style="list-style-type: none"> Advertise all job vacancies through Aboriginal networks. 	December 2020	⊙
		<ul style="list-style-type: none"> Create at least 3 Aboriginal employment pathways per year, such as traineeships and placements. 	Annual review - June	⊙
		<ul style="list-style-type: none"> Investigate funding to develop an Aboriginal Graduate Program. 	June 2020	⊙
		<ul style="list-style-type: none"> Provide development opportunities for Aboriginal staff to support their transition to leadership positions. 	Annual review - June	Partial complete – not on track
		Retention	<ul style="list-style-type: none"> Provide cultural mentoring for all Aboriginal staff as required. 	Annual review - June
<ul style="list-style-type: none"> Provide Aboriginal staff the opportunity to meet for support and advise the organisation. 	Quarterly from September 2019		⊙	
Increase Aboriginal supplier diversity	<ul style="list-style-type: none"> Develop and implement, an Aboriginal Procurement Strategy. 	December 2019	⊙	

Action	Deliverable	Timeline	Status
Clinical supervision	<ul style="list-style-type: none"> Develop at least three commercial relationships with Aboriginal and/or Torres Strait Islander businesses. 	June 2022	
	<ul style="list-style-type: none"> Where possible, obtain at least one quote from an Aboriginal business for all procurement contracts over \$20,000. 	Annual review - June	
	<ul style="list-style-type: none"> Provide clinical supervision to staff at Aboriginal Community Controlled Organisations were requested and where feasible. 	Annual review - June	



Governance, Tracking Progress & Reporting

Action	Deliverable	Timeline	Status
11. Report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report	<ul style="list-style-type: none"> Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September annually	☑
	<ul style="list-style-type: none"> Investigate participation in the RAP Barometer. 	May 2020 and 2022	Partially complete – not on track (previous years but not this years)
	<ul style="list-style-type: none"> Develop and implement systems and capability needs to track, measure and report on RAP activities. 	May 2020	☑
	<ul style="list-style-type: none"> Measure our progress against our RAP using Results Based Accountability. 	Biannually	☑
12. Report RAP achievements, challenges and learnings internally and externally	<ul style="list-style-type: none"> Publicly report our RAP achievements, challenges and learnings. 	Annual review - June	☑
	<ul style="list-style-type: none"> Communicate quarterly updates on RAP progress to all staff. 	Quarterly	☑
13. Review, refresh and update RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges, and achievements. 	January 2022	☒
	<ul style="list-style-type: none"> Send draft RAP to Reconciliation Australia for feedback. 	Commence March 2022	☒
	<ul style="list-style-type: none"> Submit draft RAP to Reconciliation Australia for formal endorsement. 	Receive by June 2022	☒
14. Elders Council (Aboriginal Advisory Group)	<ul style="list-style-type: none"> Report to our Elders Council (Aboriginal Advisory Group) semi-annually on progress against our RAP. 	Annually - February and August	☑

We look forward to developing a new Stretch RAP year in the new year, one that will build upon the work done during our Reconciliation journey. The focus of this journey will be around supporting the voice and the empowerment of Aboriginal people.



For queries relating to Anglicare WA's reconciliation work, please contact:

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