

UNITING SA *Together We can*



Aboriginal and Torres Strait Islander Reconciliation Action Plan

UnitingSA
70 Dale Street
Port Adelaide 5015
South Australia

Reconciliation Statement

UnitingSA supports the principles of reconciliation and is committed to working with all members of the community to achieve a reconciled nation. We acknowledge that reconciliation can only be achieved through the commitment and efforts of all Australians in their everyday life.

Supporting reconciliation means working to **overcome the reasons there is division and inequality** between Indigenous and non-Indigenous Australians. (Reconciliation SA)

UnitingSA Acknowledges and Recognises

- Aboriginal and Torres Strait Islander peoples as the first peoples of Australia.
- The customs and traditions of Aboriginal and Torres Strait Islander peoples and their spiritual relationship with the land.
- The need to establish a partnership approach in addressing community issues between Aboriginal and Torres Strait Islander peoples and the varying diverse communities throughout South Australia.

UnitingSA Supports

- The need to improve understanding of Aboriginal and Torres Strait Islander issues.
- The need to find new ways to work together in partnership to ensure access for Aboriginal and Torres Strait Islander peoples, to culturally appropriate services and programmes.

UnitingSA Has a Commitment To

- Bring together Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander peoples to increase knowledge, understanding and appreciation of Aboriginal and Torres Strait Islander culture and heritage.
- Develop and promote, as appropriate, Aboriginal and Torres Strait Islander peoples' involvement in events and celebrations of significance, which respect the dignity and protocols of their local communities.

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Foreword by Libby Craft, CEO

It is with pride that I put forward this Aboriginal and Torres Strait Islander Reconciliation Action Plan. UnitingSA promotes a compassionate respectful and just community in which all people participate and flourish. We are committed to making long term improvements in order to support Aboriginal and Torres Strait Islander peoples to participate in a meaningful way within the community. This will be achieved by promoting an inclusive workplace culture, providing services which celebrate diversity and setting objectives to work towards in the future.

The Reconciliation Action Plan is based on four key priorities:

1. **Relationships:** Building strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians.
2. **Respect:** Respecting Aboriginal and Torres Strait Islander people's culture, land and history.
3. **Opportunities:** Providing opportunities for Aboriginal and Torres Strait Islander peoples, organisations and communities as it is important to our organisation and its core business activities.
4. **Tracking Progress and Reporting:** Evaluating and measuring our achievements to ensure that the implementation of our plan is dynamic and responsive to the needs of Aboriginal & Torres Strait Islander peoples.

This plan has been developed in consultation with Aboriginal and Torres Strait Islander peoples, employees and key stakeholders within UnitingSA and is endorsed by the Quality, Safety and Risk Management Council.

Yours sincerely,



Libby Craft
Chief Executive Officer

UnitingSA – Vision, Mission, Values and Goals

UnitingSA, established in 1919, is a South Australian based community service Agency of the Uniting Church. UnitingSA seeks to work in partnership with clients and others in the community, to empower individuals, strengthen families and build communities. UnitingSA's main areas of work include:

- Aged Care;
- Employment and training;
- Social housing and homelessness;
- Working with people with a mental health condition;
- Supporting people from culturally and linguistically diverse backgrounds; and
- Vulnerable young people, adults and families.

Our Vision

A compassionate, respectful and just community in which all people participate and flourish.

Our Mission

UnitingSA is an influential and vibrant organisation providing services to the community and empowering people.

Our Values

- ❖ Respect
- ❖ Compassion
- ❖ Courage
- ❖ Integrity

UnitingSA – Goals and Organisational Strategies

Goal 1 Partner with people to ensure their inclusion, independence and wellbeing

- 1.1 Create strategic partnerships and collaboration to develop solutions.
- 1.2 Identify and strengthen services that add value for our customers.
- 1.3 Speak out on matters of injustice and inequity.
- 1.4 Build partnerships with, and support aspirations of, Aboriginal and Torres Strait Islander peoples.

Goal 2 Design and deliver customer orientated services and supports in aged care, housing and community services

- 2.1 Revitalise and build aged care infrastructure to contemporary standards that meet and exceed customer expectations.
- 2.2 Offer a seamless continuum of care for older people.
- 2.3 Develop and implement a homelessness to housing strategy.
- 2.4 Be a leading provider of community mental health.

Goal 3 Drive a dynamic and sustainable business

- 3.1 Prepare the organisation for the future.
- 3.2 Develop business culture aligned with mission and values.



Our Reconciliation Action Plan Commitment

UnitingSA is committed to contributing to 'Closing the Gap'. To demonstrate this commitment UnitingSA has developed this Aboriginal and Torres Strait Islander Reconciliation Action Plan as a means of fostering equity of access for Aboriginal and Torres Strait Islander peoples across the organisation. It is expected that embedding an Aboriginal and Torres Strait Islander Reconciliation Action Plan into UnitingSA culture and services will ensure:

- ❖ High quality **client outcomes** are maintained
- ❖ Continued **equity of access** to services
- ❖ **Efficient** and **effective** services
- ❖ **Culturally appropriate** services
- ❖ Greater **direct accountability** to communities
- ❖ A range of **benefits to staff**
- ❖ Improved **customer satisfaction**.

Objective

The key objective of the UnitingSA's Reconciliation Action Plan is to increase Aboriginal and Torres Strait Islander Employment within UnitingSA and to assist UnitingSA services to eliminate potential barriers experienced by Aboriginal and Torres Strait Islander people in accessing our services.

Performance Measures

Goal 1: Relationships

Focus Area: Building strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians.

Activities	Responsibilities	Timeline	Target / Indicators
1. The RAP Working Group (RWG) continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	Executive Manager People and Culture	Ongoing	a. RWG oversees the development, endorsement and review of the RAP.
			b. The RWG meet annually to monitor and report on RAP implementation.
			c. The RWG communicate changes and feedback at least once per year.
2. Celebrate National Reconciliation Week and National Sorry Day (May 26 th) by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships	Managers, Coordinators and Marketing Team	May/June Annually	a. A range of events are promoted each year in Flourish (UnitingSA Magazine), Newsletters and via email e.g. Reconciliation event flyers.
3. Establish and maintain networks and partnerships with Aboriginal and Torres Strait Islander communities, Elders and internal/external stakeholders. E.g. Aboriginal Resource and Management Support Unit (ARMSU).	Executive Managers, Managers, Coordinators and Supervisors	Ongoing	a. Existing networks are maintained.
			b. Number of new networking relationships are increased, both formal & informal.

4. Maintain currency of Memoranda of Understanding (MoU) information for all relevant services and agreements	Executive Managers, Managers, Coordinators and Supervisors	Ongoing	a. MoU list is updated on an annual basis. Maintain existing and increase number of new MoU.
5. Continue to consult with Aboriginal and Torres Strait Islander service participants or clients about their needs and preferences so that services can be tailored to meet these needs and be culturally appropriate and easily accessed. E.g. Aboriginal Coordination Group (Yaitya meyunnaitya nainmorendi)	Executive Managers, Managers, Coordinators and Supervisors	Annual	a. Specific Aboriginal programs are created and maintained.
			b. Aboriginal client/resident participation and feedback within services are recorded on data systems e.g. Penelope and Leecare.

Comments:

Goal 2: Respect

Focus Area: Respecting Aboriginal and Torres Strait Islander people's culture, land and history.

Activities	Responsibilities	Timeline	Target / Indicators
1. Engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies	Executive Managers, Managers, Coordinators and Supervisors	Ongoing	a. Protocol documents are developed, implemented and communicated for the organisation. E.g. Welcome to Country (Elder needed) & Acknowledgement (Person leading event) at Orientation, Leaders Day, Staff / Volunteer Recognition Ceremony & Conferences etc.
			b. Staff members are trained in appropriate protocols.
			c. Staff and services implement protocols.
2. Engage employees in cultural learning to increase understanding and appreciation of the diversity of First Nations people in order to lay the foundation for other RAP actions to be achieved	Executive Manager People and Culture, Managers, Coordinators and Supervisors	Ongoing	a. External information, training and resources which can assist in the provision of appropriate programs and services are accessed. Ensure training is recorded on CIM/Tech One and percentage increases are documented on an annual basis.
	Executive Manager People and Culture	Ongoing	b. A cultural awareness training strategy has been developed. In particular, provide opportunities for RWG members, RAP Champions, People and Culture personnel and other key employees to participate in training.

3. Provide opportunities for Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events	Executive Managers, Managers, Coordinators and Supervisors	July Annually	a. Employees participate in local National Aboriginal and Islander Day Observance Committee NAIDOC Week events. (NAIDOC is a celebration of Aboriginal and Torres Strait Islander cultures and an opportunity to recognise the contributions of Indigenous Australians in various fields).
			b. Record number of opportunities provided for Aboriginal and Torres Strait Islander employees to engage in cultural community events.
			c. Document cultural events supported by UnitingSA.
4. Review policies, procedures, organisational systems and literature as well as website information to ensure they are culturally inclusive	Executive Managers, Managers, Coordinators and Supervisors	Annual Review	a. Regular consultation with key personnel and employees.
5. Services use photographs (with permission) and other visual aids that reflect the cultural diversity of staff and the Aboriginal and Torres Strait Islander communities it serves	Marketing Team	Ongoing	a. All visual aids and marketing collateral are culturally appropriate.

Comments:

Goal 3: Opportunities

Focus Area: Providing opportunities for Aboriginal and Torres Strait Islander peoples, organisations and communities is important to our organisation and its core business activities.

Activities	Responsibilities	Timeline	Target /Indicators
1. Investigate opportunities within the organisation to increase Aboriginal and Torres Strait Islander employment opportunities. Record information on 'Employee Details Form'.	Executive Manager People and Culture & People and Culture Team in consultation with Managers	Annual Review	a. Include statement in job advertisements: "We encourage Aboriginal and Torres Strait Islander Australians with relevant skills and experience to apply for any of our advertised vacancies."
			b. Record the number of Aboriginal & Torres Strait Islander employees retained by UnitingSA over 6 months, 1 year and 5 years etc. Report on why employees are retained or leave our services.
2. Maintain and seek to increase numbers of Aboriginal and Torres Strait Islander employees. Use 'Employee Details Verification Project' to generate up to date employee demographics data.	Executive Manager People and Culture in consultation with Managers	Annual Review	a. Record the number of employees recruited within UnitingSA who <i>identify</i> as being Aboriginal or Torres Strait Islander peoples on Tech One and report on information using HR workforce planning data.
			b. Pilot and record number of different approaches to increasing Indigenous employment e.g. training pathways, traineeships and student placements.
3. Promote and celebrate Aboriginal and Torres Strait Islander best practice service initiatives which highlight our achievements and organisational strengths.	Managers, Coordinators and Marketing Team	Annual Review	a. E.g. Newsletter articles in Flourish (UnitingSA magazine), participation in community events and conferences, articles in Annual Report and Wesley News etc.

Goal 4: Tracking Progress and Reporting

Focus Area: Evaluating and measuring our achievements to ensure that the implementation of our plan is dynamic and responsive to the needs of Aboriginal & Torres Strait Islander peoples.

Activities	Responsibilities	Timeline	Target / Indicators
1. Implement and monitor this plan which is communicated to all employees via email, Intranet, Flourish magazine and in written format at all sites	Executive Manager People and Culture & Manager Quality	Annual	a. Report achievements, challenges and learnings to Quality Safety & Risk Management Council.
2. Provide opportunities for ongoing consultation so that employees can feedback improvements to this plan	Executive Manager People and Culture, Managers and Coordinators	Annual	a. All employees consulted and given opportunity to provide feedback.
			b. A reporting plan is developed to report against each activity.

Comments:

Notes and Review Comments

Further Information

Further information is available by contacting:

Manager Quality: Telephone 8440 2255

Copies of the UnitingSA Reconciliation Action Plan are available:

On the UnitingSA Intranet

On the UnitingSA Website: <http://www.unitingsa.com.au>

Or via the Manager Quality: Telephone 8440 2255