

UnitingCare Wesley Bowden

RECONCILIATION ACTION PLAN

April 2017 to April 2018



FOREWORD

Fiona Kelly, Chief Executive

At UnitingCare Wesley Bowden (UCWB) we do two equally important things:

- We help people and families of all backgrounds to acquire the life skills and support they need to confidently and proudly create a fulfilled and stable future for themselves
- We enable those who are experiencing personal, social or financial distress, to cope with their immediate situation with strength and dignity

UCWB was established in 1850 with a foundation service providing emergency relief to the unemployed and disadvantaged in the local community. We continue this important service today through the Open Door, servicing residents of Adelaide's inner northern and inner western suburbs.

In addition to emergency relief services UCWB's programmes now encompass a diverse range of health and social wellbeing services, including: financial counselling and low cost living programmes; long day care; child and family mental health services; personal care, domestic and community access services to people who are elderly or who have a disability or mental health condition; respite and support services for carer's; homelessness services for at risk families and individuals; individual and group based clinical psychological services to children and adults; and diagnostic and intervention services for children with developmental disabilities.

UCWB also provides statewide programmes in Utilities Literacy (training and capacity building for staff working in the sector supporting clients on low income); and we are the lead agency in the provision of statewide nutritional health services alongside ac.care and UnitingCare Wesley Country SA through the Community Foodies programme.

At UCWB we continuously look to improve and develop our services and service models using evidence based practice and evaluation frameworks, such as Results Based Accountability (RBA) to ensure quality services to all clients. We have a strong commitment to working in partnership with community and other providers to deliver better outcomes and have taken leadership in Collective Impact initiatives in Adelaide's inner-north and inner-west.

Of the 232 staff and 106 volunteers who work in our programmes, two people identify as Aboriginal and Torres Strait Islander peoples. UCWB aims to ensure that we provide a workplace in which Aboriginal and Torres Strait Islander people want to be a part of. Furthermore we aim to develop partnerships with Aboriginal focused and controlled organisations so that we can deliver holistic and culturally appropriate responses and choice to our Aboriginal and Torres Strait Islander peoples.

We aim to ensure our services are accessible to clients by delivering our programmes from multiple community sites as well as from our premises at:

- Head office - Bowden
- Child Care Centre - Torrensville
- Southern Office - Marion
- North East office - Modbury

UCWB's service footprint has grown to be statewide and through our links to UnitingCare Australia, we contribute to the national social policy agenda in areas such as children's, aged care, disability services and homelessness matters.



OUR RAP

UCWB has staff from many cultural and ethnic backgrounds. Many of these staff have limited knowledge of Aboriginal and Torres Strait Islander cultures and histories or the social and government policy issues that have impacted and continue to impact on Aboriginal and Torres Strait Islander peoples. We believe that we have a valuable contribution to make towards understanding of Aboriginal and Torres Strait Islander cultures, and towards Reconciliation, through our Charter and core service frameworks. Combined with activities to achieve our Reconciliation Action Plan (RAP), this provides UCWB with a platform to promote Reconciliation and engagement with Aboriginal and Torres Strait Islander communities, while providing our diverse workforce with first-hand knowledge and exposure to the reality of Aboriginal and Torres Strait Islander peoples' lives and cultures.

Currently UCWB has two staff that identify as Aboriginal and Torres Strait Islander peoples. It is considered an important component of our journey that UCWB demonstrates its commitment to increasing the number of Aboriginal and Torres Strait Islander employees via the establishment of a work environment that attracts potential Aboriginal and Torres Strait Islander workers to apply and feel supported at UCWB.

Through its Reconciliation Action Plan UCWB endeavours to develop robust service frameworks incorporating improved staff knowledge about Aboriginal and Torres Strait Islander peoples and cultures through appropriate training, improved service models incorporating principles relevant to Aboriginal and Torres Strait Islander communities, enhancement of understanding and respect of Aboriginal and Torres Strait Islander cultures.

Contact Details: Fiona Kelly | Chief Executive | ucwb@ucwb.org.au | (08) 8245 7100

Aboriginal Reference Group

(external)

Yvonne Agius (Chair)

Diana Grose, Grannies Group

Colleen Welch, Grannies Group

Terrence Wilson, DCSI

Craig Rigney, Aboriginal Consultant

Klynton Wanganeen, Incompro

Internal Working Group

Wendy Radbone (Chair)

Tina Binder

Rosalyn Williams

Margaret Rigney

Joy Hanley

Sophia Harryba

Eboni Tiller

Arif Gray



OUR RECONCILIATION JOURNEY

As an organisation, UCWB is committed to Reconciliation and to achieving long term positive outcomes for Aboriginal and Torres Strait Islander clients.

UCWB has had long standing working relationship with Aboriginal and Torres Strait Islander community groups. The benefit of these relationships is twofold: firstly they enable UCWB to better and more appropriately provide services to clients of Aboriginal and Torres Strait Islander descent; and secondly, they better equip UCWB staff with the relevant knowledge and understanding of how best to engage and work with Aboriginal and Torres Strait Islander clients. The success of these relationships is evident in a growing understanding of Aboriginal and Torres Strait Islander cultures in all aspects of our operations.

UCWB initially formed an internal RAP Working Group to develop an appropriate RAP. This Working Group comprised interested and committed staff, including the Chief Executive, Department Managers, Child Care Workers, Social Workers, Team Coordinators, Programme Support Facilitators, Programme Coordinators, who nominated themselves to be involved and who will continue to work to effectively achieve the RAP targets. The internal RAP Working Group then developed a draft Reconciliation Statement and RAP.

Formation of an Aboriginal Reference Group (ARG) comprising the RAP Working Group, the Chief Executive and up to six respected members of the Adelaide Aboriginal and Torres Strait Islander communities is a further milestone in the achievement of our RAP. The ARG was engaged to review and amend the Reconciliation Statement and RAP to ensure compliance with Reconciliation Australia's guidelines and suggestions. The ARG will operate under a documented Terms of Reference (ToR) and will meet regularly to act in an advisory capacity to guide and monitor UCWB's actions to achieve its RAP targets.

UCWB's RAP process to date has benefited much from the continued involvement and guidance from the ARG. In particular, their guidance was valuable to the internal RAP Working Group in identifying the extent of UCWB's understanding and knowledge of Aboriginal and Torres Strait Islander cultures and histories. The Elders encouraged the group to consider their past experiences and contacts which assisted the group to identify those people from Aboriginal and Torres Strait Islander community organisations that UCWB had partnered or worked with in informal and often undocumented ways. This exercise enabled the group to understand that UCWB's experience with Aboriginal and Torres Strait Islander peoples was in fact wider than the group had previously supposed. This learning was an important step in the commencement of RAP development.

The ARG through the Chief Executive of UCWB will:

- advise on various training programmes and engagement activities undertaken by UCWB
- provide an annual RAP report to the Board of UCWB outlining actions taken to achieve the RAP
- provide input as appropriate to the development of the next RAP for UCWB

OUR PARTNERSHIPS & CURRENT ACTIVITIES

- **Incompro:** UCWB has had a long standing relationship with Incompro. It was initially a cultural awareness consultancy whereby UCWB contracted Incompro to provide cultural awareness training to sections of UCWB staff, to improve their capacity to work with Aboriginal and Torres Strait Islander clients and communities, particularly those communities that UCWB had previously struggled to engage with effectively. This also extended to Incompro providing specific one to one staff guidance where UCWB staff were working with Aboriginal and Torres Strait Islander clients. We knew that we did not have the relevant cultural knowledge to service the clients appropriately. In addition, UCWB was able to provide guidance to Incompro in the area of policies and procedures to further enable Incompro to successfully apply for government funding tenders and grants to assist with their growth as a specialist community services provider.
- **Kornar Winmil Yunti (KWY):** KWY has provided staff training in relation to domestic violence issues concerning Aboriginal and Torres Strait Islander clients who are homeless or at risk of homelessness. Domestic violence is a significant cause of homelessness and UCWB's working relationship with KWY is of vital and practical importance in our goal to reduce homelessness and assist clients establishing secure and safe housing for themselves and their children. Our ability to effectively deal with any family violence is essential in assisting families and individuals to find appropriate housing. UCWB's relationship with KWY continues and as KWY further expands its work with perpetrators in the prevention of domestic violence, UCWB will continue to collaborate for the joint benefit of our clients. The Chief Executive of KWY is a member of the ARG.
- **Ninko Kurtangga Patpangga (Ninko) and Aboriginal Family Support Services (AFSS)** provide Aboriginal family crisis and domestic violence services and crisis accommodation relevant in relation to our provision of homelessness intervention services. These collaborations enhance our range of child and family services in providing assistance to children, young people and parents to build and maintain positive family relationships. The collective aim is to establish home environments that support the wellbeing of children and young people.

The increased interaction and work with Aboriginal and Torres Strait Islander organisations noted above has already led to a greater understanding and appreciation of the culture and history of these communities and UCWB staff now are keen to participate and represent UCWB at important events and celebrations such as NAIDOC week and the anniversary of Sorry Day.

UCWB has recently established a Memorandum of Understanding (MoU) with SA Youth Health to support the establishment of a clinic providing primary health checks for 18 - 25 year olds with a focus on Aboriginal young women 12 - 18 years. This MoU will also guide mutual practices that are client focused, collaborative and will provide effective referral processes for clients who are homeless or at risk of homelessness. This new service addresses the acute client issues dealt with by UCWB staff in the homelessness arena where many young people are simply unable to attend health clinics regularly and are thus at significant risk of serious and ongoing health problems. This clinic is an attempt to provide a safe, secure and non-judgmental place where homeless or at risk youth can attend without fear of repercussions.

UCWB is committed to further developing collaborations and partnerships where useful with clients.

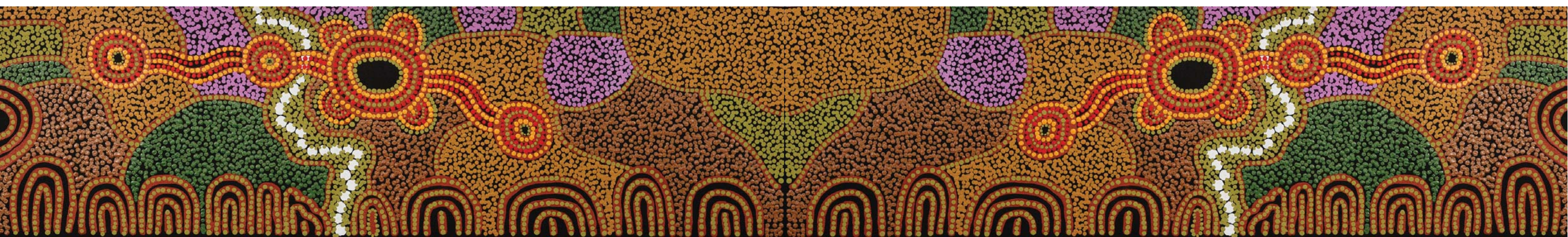


OUR COMMITMENT FOR 2017-2018



RELATIONSHIPS

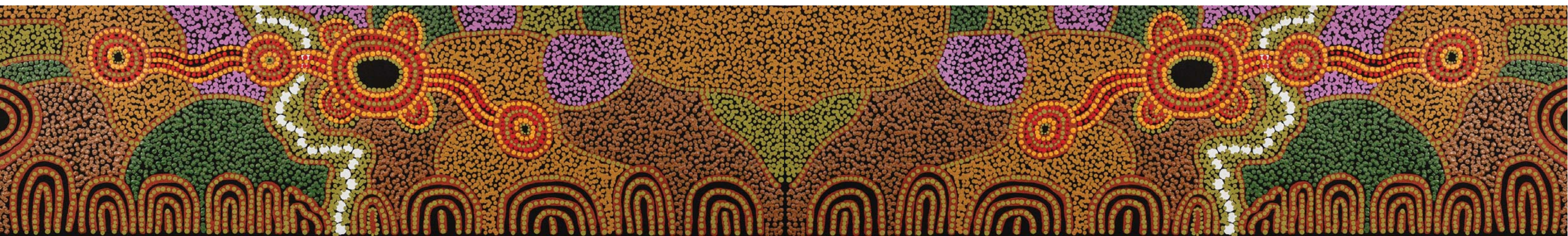
ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. RAP Working Group actively monitors RAP development and implementation	<ul style="list-style-type: none"> The RAP Working Group Chair oversees the development, endorsement and launch of the RAP Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG Meet at least twice per year to monitor and report on RAP implementation 	Apr 2017 Aug 2017 Jul, Dec 2017	Chair Chair Chair
2. Launch event for the UCWB Reconciliation Statement and RAP	<ul style="list-style-type: none"> ARG to oversee planning and list of invitees to a RAP Launch ceremony Set date and time for a public launch ceremony for the Statement and RAP 	May 2017 May 2017	Chief Executive, Chair Internal Communications Advisor
3. Build internal and external relationships	<ul style="list-style-type: none"> Develop a Stakeholder list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey Develop a list of RAP and like-minded organisations that we could approach to connect with on our reconciliation journey 	Apr 2017 (continually update) Dec 2017	External Communications Advisor External Communications Advisor
4. Participate and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Introduce our staff to National Reconciliation Week by encouraging staff to attend an NRW event Promote and participate in National Reconciliation Week (NRW) Circulate Reconciliation Australia NRW resources and reconciliation materials to staff Our Working Group participates in an external event to recognise and celebrate NRW 	Apr 2017 May 2017 Apr 2017 May 2017	Internal Communications Advisor Internal Communications Advisor Internal Communications Advisor Internal Communications Advisor
5. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a strategy to raise awareness amongst all staff across the organisation about UCWB's RAP commitment Develop and implement a communication plan to engage and inform key internal stakeholders of their responsibilities within our RAP 	May 2017 Jul 2017	Internal Communications Advisor Internal Communications Advisor
6. Explore opportunities to raise awareness of the Recognise campaign	<ul style="list-style-type: none"> Raise awareness of the Recognise campaign amongst our staff and stakeholders to inform them about constitutional recognition 	Jun 2017	Internal Communications Advisor
7. Support Reconciliation SA	<ul style="list-style-type: none"> ARG to evaluate the benefit of UCWB becoming a "Friend" of Reconciliation SA ARG to consider inviting the Chief Executive of Reconciliation SA to attend an ARG meeting to meet the ARG and UCWB staff and discuss Reconciliation and the activities of Reconciliation SA UCWB request a calendar of Reconciliation SA events/activities for distribution to staff 	Dec 2017 Jun 2017 Apr 2017	Organisational Development Manager Chair External Communications Advisor





RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Investigate Aboriginal and Torres Strait Islander cultural training	<ul style="list-style-type: none"> Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation Develop a strategy to increase awareness within UCWB of Aboriginal and Torres Strait Islander cultures, histories and achievements Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements Conduct a review of cultural awareness training needs within our organisation Inform UCWB staff of the existence, purpose of and resources available on the Share Our Pride website 	Aug 2017 Apr 2018 Jan 2018 Jun 2017 May 2017	Internal Communications Advisor Chair HR Manager HR Manager Internal Communications Advisor
2. Participate and celebrate in NAIDOC Week	<ul style="list-style-type: none"> Raise awareness amongst UCWB staff of the meaning of NAIDOC Week incorporating information about local Aboriginal and Torres Strait Islander peoples and communities Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities Introduce our staff to NAIDOC Week by promoting community events in our local area Our Working Group to participate in an external NAIDOC Week event 	Jul 2017 Jun 2017 Jun 2017 May 2017	Internal Communications Advisor Internal Communications Advisor Internal Communications Advisor External Communications Advisor
3. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> ARG to advise UCWB on a suitable protocol for Kurna Acknowledgement to be used at meetings Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols) Explore who the Traditional Owners are of the lands and waters in our local area Scope and develop a list of local Traditional Owners of the lands and waters within our organisations sphere of influence 	Jul 2017 Aug 2017 Jun 2017 Aug 2017	Chair Internal Communications Advisor Chair Chair
4. Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance	<ul style="list-style-type: none"> Raise awareness and share information amongst staff about significant dates and events celebrated by Aboriginal and Torres Strait Islander peoples and communities in South Australia Include Aboriginal and Torres Strait Islander dates of significance on UCWB internal calendar Investigate potential for UCWB to host an event for an Aboriginal and Torres Strait Islander date of significance 	Jun 2017 Jun 2017 Nov 2017	Internal Communications Advisor Internal Communications Advisor Internal Communications Advisor
5. Visibly demonstrate respect for Aboriginal and Torres Strait Islander cultures in our workplace	<ul style="list-style-type: none"> Display maps of Aboriginal Australia in appropriate areas of UCWB to increase internal staff awareness of the diversity of Aboriginal and Torres Strait Islander peoples Purchase culturally appropriate toys and books of Aboriginal Dreaming stories for use in the child care and child and family services Consider using Kurna names for internal meeting and counselling rooms at UCWB Develop consistent wordage for UCWB emails, and on public website acknowledging respect for Aboriginal and Torres Strait Islander peoples Improve format of information relevant to Aboriginal and Torres Strait Islander clients on the UCWB public website Display a framed Reconciliation Statement in UCWB Reception areas 	Jun 2017 Jun 2017 Jun 2017 Apr 2017 Sep 2017 Jun 2017	Internal Communications Advisor Director, Torrensville Child & Family Centre Internal Communications Advisor Internal Communications Advisor External Communications Advisor Internal Communications Advisor



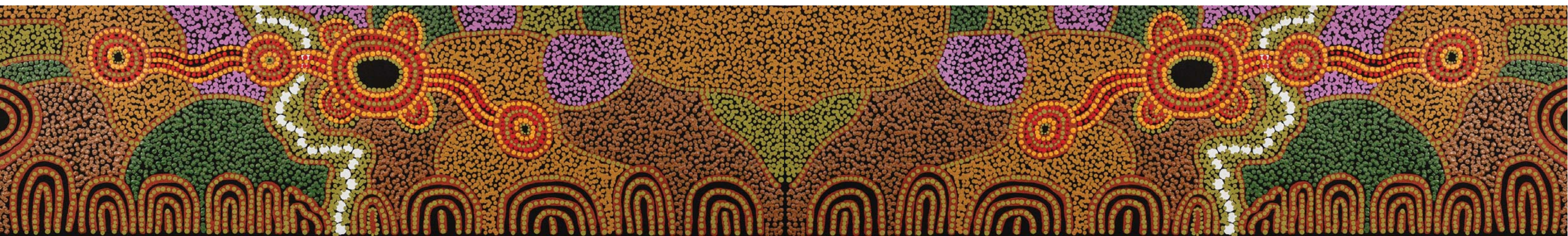


OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Investigate Aboriginal and Torres Strait Islander employment opportunities.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities Develop strategies to promote employment opportunities within UCWB for Aboriginal and Torres Strait Islander peoples Investigate potential for work placements, traineeships and other employment opportunities at UCWB for Aboriginal and Torres Strait Islander tertiary students Investigate feasibility for UCWB partnering/collaborating with an appropriate Aboriginal and Torres Strait Islander organisation to establish bilateral mentoring programme for Aboriginal and Torres Strait Islander and UCWB employees 	<p>Dec 2017</p> <p>Feb 2018</p>	<p>HR Manager HR Manager HR Manager HR Manager</p> <p>HR Manager</p>
2. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Undertake an evaluation of the costs and benefits of a procurement policy that includes Aboriginal and Torres Strait Islander owned businesses/suppliers Develop a business case for procurement of services/goods from accredited Aboriginal and Torres Strait Islander owned businesses/suppliers 	Dec 2017	Manager, Business Services & Manager, Finance Manager, Finance

Other actions related to our core business & vision for Reconciliation

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Build support for the RAP	<ul style="list-style-type: none"> Submit an Annual Report to the UCWB Board on achievement of RAP Actions Implement a Results Based Accountability (RBA) measurement methodology to establish base line data on UCWB cultural awareness and then ongoing appropriate headline performance measurement reporting Define resource needs for RAP development and implementation Define systems and capability needs to track, measure and report on RAP activities Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia 	<p>Apr 2018</p> <p>Dec 2017</p> <p>Apr 2017</p> <p>Jun 2017</p> <p>Sep 2017</p>	<p>Chief Executive</p> <p>Research and Evaluation Consultant</p> <p>Organisational Development Manager</p> <p>Manager, People and Quality</p> <p>Chief Executive</p>
2. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements Submit draft new RAP to UCWB Board and Reconciliation Australia for formal review and endorsement 	<p>Feb 2018</p> <p>Mar 2018</p>	Chair & Chief Executive



ARTWORK



Visual Artist:	Paul Herzich	Size:	1500 x 1060mm
Heritage:	Kurna/Ngarrindjeri and German	Medium:	Acrylic on canvas
Region:	Adelaide, South Australia	Style:	Contemporary Aboriginal
Title:	Across Kurna Plains		
Completion:	10 November 2016		

Artwork Description:

Looking 'Across Kurna Plains' is a modern day story of an astral projected scene from the Mount Lofty Ranges across the plains and out to the sun setting over the Gulf St Vincent. Today, four UCWB offices are on the plains that were once filled with an abundance of plant associations and food resources for Kurna people.

The artist's handprint above the sun signifies an acknowledgement that UCWB is a place for support and guidance for

Aboriginal people. The handprints around the outside belong to UCWB staff, who are willing to support and guide Aboriginal people. Their handprints also demonstrate their strong commitment towards reconciliation.'

