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Reconciliation Action Plan (RAP) 2015 - 2017

Related policy: Organisation Wide - Access and Equity (OWP1)

Our vision for reconciliation

Hope Community Services (HOPE) mission is to contribute to the development of healthy and inclusive communities in Australia. This mission reflects our vision for Reconciliation and our commitment to creating and nurturing hope and opportunity in the lives of all Australians.

Our vision is for Aboriginal and Torres Strait Islander people to have equal access to our services, to work with Aboriginal and Torres Strait Islander peoples, leaders and organisations in providing services in the most culturally appropriate manner and to provide opportunities to support individual and community health and wellbeing.

Our business

HOPE is a community service organisation dedicated to supporting people to successfully and meaningfully participate in life.

Guided by our values, we focus on opportunities for community members to re-engage and participate positively in the community. Through leadership and a collaborative approach, HOPE seeks to address the structural drivers of exclusion and disadvantage in our society and in turn promotes innovative policies and programs to support individual and community wellbeing and inclusion.

HOPE provides programs to a diverse range of people in Western Australia including:

- Transition to Community programs
- Youth Bail Options Program (YBOP)
- Street Outreach
- Residential Rehabilitation
- Alcohol and Drug Counselling service
- Education Programs
- School Leavers Project
- headspace Kalgoorlie -youth mental health

We currently employ 8 Aboriginal and Torres Strait Islander employees throughout our organisation and two of our board members are Aboriginal. Our organisation is state-focused with our head office in Perth and regional centres in Kalgoorlie, Hedland, and Geraldton.



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Our RAP

HOPE has a 100 year history of working with the Western Australian community. HOPE has been actively working towards a goal of Reconciliation with a strong focus on supporting people to successfully and meaningfully participate in life. This RAP builds on our current commitment and outlines the future goals of HOPE.

HOPE has 8 Aboriginal and Torres Strait Islander employees and 2 Aboriginal board members. We are proud of our commitment to support ongoing identification and development of the workforce infrastructure to support employees in a culturally aware way. Many of our services have close ties with Aboriginal and Torres Strait Islander organisations and we aim to expand our external relationships to complement our work and further empower communities. We are committed to increasing our organisation’s cultural knowledge and understanding to further support our clients and the community we work in.

Acknowledging and supporting Aboriginal and Torres Strait Islanders culture is important to our organisation. Currently we celebrate NAIDOC and Reconciliation events, proudly display local WA Aboriginal artists and our email signature acknowledges and pays respect to Aboriginal and Torres Strait Islander culture and land.

Our RAP has been developed by our RAP working group made up of HOPE employees (both Aboriginal and Torres Strait Islanders and non Aboriginal) and in consultation with external representatives. Our RAP is championed by our Metro Manager. The board of HOPE endorses and monitors the implementation and progress of the RAP. By developing a RAP we are ensuring we embed a culture of respect and awareness in our organisation to reach our vision of Reconciliation.

Relationships

Building strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians is important in the work we do with all of our clients and the people we work with. It is important that we have an understanding and respect for Aboriginal and Torres Strait Islander cultures to ensure we are true to our mission and vision for reconciliation.

Action	Responsibility	Timeline	Target
1. The RAP Working Group (RWG) continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	Hedland YBOP Coordinator, Early Years Advisor, Metro Manager	January, April, July and October, annually	<ul style="list-style-type: none"> • RAP working group oversees the development, endorsement and launch of the RAP. • Meet quarterly to monitor and report on RAP implementation - January, April, July and October.



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<p>2. Celebrate National Reconciliation Week by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.</p>	<p>Metro Manager, Regional Site coordinators</p>	<p>27 May – 3 June</p>	<ul style="list-style-type: none"> Organise and register (on the RRW website) at least one internal event each year in each branch state wide. Identify and provide opportunities for staff to attend community events.
<p>3. Develop external relationships.</p>	<p>Metro Manager, Hedland YBOP Coordinator, Site Coordinators, Early Years Advisor</p> <p>PR Manager</p> <p>Metro Manager, Hedland YBOP Coordinator, Site Coordinators</p>	<p>September 2015</p> <p>September annually</p>	<ul style="list-style-type: none"> Develop a list of Aboriginal and Torres Strait Islander communities, organisations and key stakeholders within our local area or sphere of influence that we could work with in the future. Identify and document Aboriginal organisational links we have. Share these networks with staff at staff meetings where appropriate. Place Commitment to Reconciliation Statement and link to Reconciliation Australia on HOPE website. Consult with external organisations to complement our work with Aboriginal and Torres Strait Islander peoples. Collaborate with Aboriginal and Torres Strait Islander organisations to develop a specific advocacy strategy to empower communities to address alcohol misuse/youth justice.
<p>4. Raise internal awareness of the RAP.</p>	<p>Hedland YBOP Coordinator, Site Coordinators, Early Years Advisor</p> <p>HR Officer</p>	<p>September 2015</p>	<ul style="list-style-type: none"> Develop a RAP communication plan to raise awareness across the organisation about the RAP commitment, particularly with key internal stakeholders. Ensure relevant areas of our business understand how they can contribute to our RAP. RAP is on agendas for Board, Staff, and S&Q Committee meetings. Actions and outcomes documented in minutes. Embed a statement of commitment to reconciliation in all Hope Community Services job descriptions. Include RAP in all induction processes.



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Respect

Our core business is supporting people to participate in life successfully and meaningfully, to do this it is important for HOPE to respect Aboriginal and Torres Strait Islander peoples, culture, land, and history. By doing so we are able to support our clients and model respect for all people we work with and work for.

Action	Responsibility	Timeline	Target
1. Engage employees in understanding the meaning and the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies.	Hedland YBOP Coordinator, Early Years Advisor, Metro Manager	September 2015 September, annually	<ul style="list-style-type: none"> • Develop, implement and communicate a protocol document. • Identify at least one significant event for which a Welcome to Country from a Traditional Owner will be included. • Revise Policy, Procedures and induction processes to ensure cultural safety and awareness are included. • Develop a Welcome to Country and Acknowledgement of Country procedure specific to each region in consultation with RAP advisory group • Communicate to employees and volunteers the meaning and significance of Aboriginal and Torres Strait Islander protocols such as Welcome to Country and Acknowledgement of Country.
2. Engage employees in cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved.	Hedland YBOP Coordinator, Metro Manager	September 2015	<ul style="list-style-type: none"> • Develop and pilot a cultural awareness training strategy. In particular, provide opportunities for RAP Working Group members, RAP Champions, HR managers and other key leaders to participate in training. • Increase understanding of the role of cultural awareness, cultural capability and cultural development for our core business. • Investigate access to appropriate and relevant local cultural awareness training to facilitate adequate levels of cultural understanding.



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3. Provide opportunities for Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events.	HR Consultant	July, annually	<ul style="list-style-type: none"> Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.
	Metro Manager, Site Coordinators	1 st Sunday – 2 nd Sunday	<ul style="list-style-type: none"> Participate in community NAIDOC Week events, or hold an internal event (in July each year). Access resources from the NAIDOC and RA website
	PR Manager		<ul style="list-style-type: none"> All sites to document and publicise their event in the local media
4. Create a visibly culturally inclusive workplace that acknowledges and respects Aboriginal and Torres Strait Islander peoples connection to country.	Site Coordinators	September 2015 September, annually	<ul style="list-style-type: none"> On each of our buildings acknowledge Aboriginal and Torres Strait Islander people as Traditional Owners. Recognise through the installation of a plaque that says: <i>Hope Community Services acknowledges that this building sits on the traditional lands of the (insert relevant mob) and pays its respects to the traditional custodians of these lands.</i> Email signature includes a commitment to reconciliation statement Display Aboriginal and Torres Strait Islander flags where appropriate. Consideration is given to the purchase of culturally appropriate artwork and resources
5. Provide opportunity for all staff to become aware of and celebrate cultural events.	Early Years Advisor, Metro Manager, Site Coordinators	February, March, May, annually	<ul style="list-style-type: none"> Ensure staff are aware of annual cultural events such as Sorry Day, Harmony Day, National Close the Gap Day, National Apology Day Provide staff with opportunity to recognise and celebrate annual cultural events.

Opportunities

Engaging Aboriginal and Torres Strait Islander peoples, organisations and communities enables us to learn and grow helping us to provide a meaningful service to our clients.



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Action	Responsibility	Timeline	Target
1. Investigate opportunities to increase Aboriginal and Torres Strait Islander employment opportunities.	HR Consultant and HR Officer Hedland YBOP Coordinator	September 2016	<ul style="list-style-type: none"> Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed. Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development. Pilot different approaches to increasing Aboriginal and Torres Strait Islander employment (this may include training pathways, apprenticeships, internships, cadetships, work experience). Scope a business case for Aboriginal and Torres Strait Islander employment within our organisation. Capture baseline data of Aboriginal and Torres Strait Islander employees to inform future developments. Aboriginal and Torres Strait Islander employment and retention strategy developed as a part of the overall workforce development strategy. Strategy includes long-term recruitment targets. Revise internal procedures and processes to ensure they are equally relevant to Aboriginal and Torres Strait Islander people. Advertise all vacancies in Aboriginal and Torres Strait Islander media. All job vacancies advertised include an 'encouragement to apply' statement
2. Commit to engage Aboriginal and Torres Strait Islander peoples in senior leadership roles.	Metro Manager	September, annually	<ul style="list-style-type: none"> Maintain Aboriginal board members by acknowledging their contribution and attendance of meetings through support of flights and accommodation to attend board meetings.



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<p>3. Investigate opportunities to increase supplier diversity.</p>	<p>Hedland YBOP Coordinator, Early Years Advisor, Metro Manager</p>	<p>September 2016</p>	<ul style="list-style-type: none"> • Provide peer mentoring and training opportunities to Aboriginal and Torres Strait Islander staff • Review and ensure procurement policy barriers to Aboriginal and Torres Strait Islander businesses are able to be addressed. • Scope a business case for Aboriginal and Torres Strait Islander supplier diversity and develop an Aboriginal and Torres Strait Islander supplier diversity program. • Investigate becoming a member of Supply Nation or partnering with local Indigenous Chamber of Commerce. • Educate staff about using Aboriginal and Torres Strait Islander businesses. • Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.
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Tracking progress and reporting

Action	Responsibility	Timeline	Target
<p>1. Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.</p>	<p>Early Years Advisor, Metro Manager</p>	<p>September, annually</p>	<ul style="list-style-type: none"> • Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually. • Ensure our data collection is able to measure our progress.

Contact details

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