



# ANGLICARE

NSW SOUTH, NSW WEST & ACT



## ANGLICARE NSW SOUTH, NSW WEST & ACT Reconciliation Action Plan 2012 - 2016

## PROGRESS REPORT



**Reconciliation  
AUSTRALIA**  
RECONCILIATION ACTION PLANS

### OUR VISION FOR RECONCILIATION

Anglicare acknowledges Aboriginal Australians as the First People and traditional Custodians of this land. It acknowledges the injustices experienced by Aboriginal and Torres Strait Islander people as a result of colonisation, Government Policies and the Church. It also recognises the continued inequalities experienced by Australia's first people on all of the socioeconomic life indicators.

Anglicare will work in partnership with Aboriginal people in ways that 1) celebrates and affirms the culture and heritage of Indigenous Australians; 2) assists in 'Closing the Gap' between Aboriginal and Torres Strait islander people and other Australians in areas of health and wellbeing; and 3) contributes to the capacity of Indigenous people and their communities.

### OUR BUSINESS

Anglicare's work is a direct response to Jesus' ministry of love, service and justice. Anglicare seeks to address issues of disadvantage and contribute to the wellbeing of people and communities.

### OUR RAP PROGRESS UPDATE

This Reconciliation Action Plan was developed by the General Manager for Indigenous Services (GMIS), with Aboriginal Elders and community leaders.

It was formalised through – 1) The participation of the Indigenous Working Group; 2) Anglicare's CEO and Executive Management Team; and 3) Presentation and endorsement by the Board of Anglicare and the Bishops of Bathurst, Riverina and Canberra Goulburn.

## Relationships

The cultures and heritage of Indigenous people contributes to that of all Australians. Anglicare seeks to develop partnerships based on 'two way learning' especially that which contributes to the resilience and capacity of the people it serves.

### Focus area:

Action	Responsibility	Timeline	Measurable Target / Progress Report
Establish and maintain a working group comprising Aboriginal and Torres Strait islander working group to support the development of the RAP	GMIS	Dec 2012	<b>Meet at least twice a year to monitor the progression of the RAP action</b> From 2014 this outcome has been progressed directly through the Executive Management Team.
	GMIS	Dec 2012	<b>Development of a Cultural Competency Training Policy</b> Completed
	GMIS	Dec 2012	<b>Publication of Text : Working Effectively with Indigenous Australians</b> Completed and ready for publishing
	GMIS	Dec 2013	<b>Indigenous reference library and resources are established</b> This objective is being pursued nationally through the Anglicare Australia Reconciliation Network website which this agency was instrumental in establishing.
	GM'S, GMIS	Dec 2013 / Ongoing	<b>All service providers eg caseworkers, case managers, youth workers, field staff etc complete Cultural Competency Training</b> The training of all Aboriginal and non Aboriginal employees in cultural competency, is a key target of the organisations Reconciliation Action Plan. Since 2012, 137 Anglicare employees have completed cultural competency training, with approx. 95 staff yet to complete the program. We have a growing number of services where almost 100% of the staff are trained.
Anglicare provides culturally affirmative services to Indigenous people and communities	CEO	June 2013	<b>All Board Members, Directors, Managers and Supervisors are trained in 1) culturally appropriate selection procedures; and 2) Cultural competency, including the supervision of Indigenous staff</b> Multiple training sessions have been held. The training schedule for the Board and executive will be completed by January 2015.
	CEO / Directors	June 2013	<b>Development of culturally inclusive recruitment policy and practices to increase Indigenous employment</b> Completed
	GMIS	Ongoing	Establishment of pre and post employment support mechanisms for Indigenous employees eg pre employment information sessions; web page Forums; video conferences, work place training etc.
Proactive strategies in the recruitment of Indigenous people are developed			

## Relationships

The cultures and heritage of Indigenous people contributes to that of all Australians. Anglicare seeks to develop partnerships based on 'two way learning' especially that which contributes to the resilience and capacity of the people it serves.

### Focus area:

Action	Responsibility	Timeline	Measurable Target / Progress Report
Indigenous heritage is promoted and celebrated throughout the organisation	GM's / GMIS	As per the calendar	<b>Culturally significant days, events, etc are noted and/or celebrated throughout Anglicare services</b> Achieved and is now a part of the culture of the organisation
	GM's in consultation with GMIS	December 2012	<b>Indigenous images displayed within Anglicare's 3 branches and within all of its services</b> Yes, across most branches
Opportunities for the participation of Indigenous Elders and community leaders are developed	GM's & Coordinators	Ongoing	<b>Informal and formal participation opportunities are established</b> Informal opportunities established across most areas. Formal networks established for most Indigenous specific services in Wagga, Goulburn, ACT, Liverpool and the south coast NSW. In addition, an increasing number of staff attend formal community networks such as inter agencies, service specific steering/consultative committees etc.
	GM's	Attended quarterly	Feedback from Aboriginal interagency groups, community meetings and/or functions attended
Partnerships with Aboriginal communities and organisations are developed	GMIS / GM's	December 2015	<b>8 Partnerships</b> Sustaining partnerships has proved difficult. Five partnerships have been initiated during the reporting period; a number of these failed.  One Out of Home Care partnership is ongoing with Riverina Medical and Dental Aboriginal Corporation, Wagga Wagga, with one other in progress for Leeton, NSW.

## Respect

Anglicare seeks to develop partnerships that acknowledge the cultural strengths of Indigenous Australians and their right to self determination. It will advocate on issues of injustice and will commit to growing relationships based on mutual trust and respect.

### Focus area:

Action	Responsibility	Timeline	Measurable Target / Progress Report
Consultative mechanisms for Aboriginal communities are developed	GMIS	Ongoing	Meetings with Tri diocesan RAP Working Party twice per year
	GM's		Meetings with local Aboriginal community leaders and Elders
<b>The cultural heritage of Aboriginal people and communities are affirmed</b>	GM'S / GMIS	Ongoing	<b>Cultural competence of front line workers</b> All front line workers participate in training.
		On specific occasions throughout the year	<b>Hosting of special occasions within services to celebrate NAIDOC and National Reconciliation Week, etc.</b> Achieved and is now part of the culture of the organisation. Anglicare hosts occasions such as family fun days, BBQ's and morning teas for events such as NAIDOC and/or Reconciliation Week. These activities occur across all branches.
	GMIS / GM's		<b>Formal and informal networks are strengthened between Anglicare and local Indigenous communities</b> Informal networks established, with formal networks established in most locations.
<b>An Indigenous web page and promotional material is developed</b>	Communications	Dec 2013	<b>Development of hard copy PR material re: Indigenous Services</b> Completed
	Communications / GMIS / Anglicare Australia	Dec 2014	<b>Number of `hits` on web page, feedback from Indigenous people, organisations and communities reported on in annual report.</b>
		2015	<b>Indigenous Reference library and on – line resources are developed</b>  We have been instrumental in supporting Anglicare Australia to establish a National Reconciliation Network. This will be the vehicle to pursue this objective.

## Respect

Anglicare seeks to develop partnerships that acknowledge the cultural strengths of Indigenous Australians and their right to self determination. It will advocate on issues of injustice and will commit to growing relationships based on mutual trust and respect.

### Focus area:

Action	Responsibility	Timeline	Measurable Target / Progress Report
Anglicare advocates with Indigenous Australians on issues of injustice	CEO, GMIS	Ongoing	<b>Anglicare advocates, supports and makes recommendations on regional and national issues relating to social justice and Indigenous Australians</b> Ongoing
		June 2012	<b>Established partnerships with other organizations and campaigns eg National Reconciliation; Closing the Gap, etc.</b> Ongoing
	Communications / GMIS	Throughout each year	<b>4 media releases in mainstream newspapers and/or radio interviews</b> Achieved. Anglicare has been most active in this area and was an Ambassador for Reconciliation; a member of the Youth Justice Reinvestment Campaign and advocates on issues such as Closing the Gap and Constitutional Recognition. A range of articles on these issues have appeared in various media including NITV, ABC TV, Radio National etc. In addition, the issue of Reconciliation was the theme of the keynote address of Anglicare Australia's conference in 2012.
Development of a staff survey to measure Standards and behaviour of all employees with an aim to have zero tolerance of racism	CEO	December 2013	<b>A culturally inclusive environment based on respect and collegiality is reported through Anglicare Staff Surveys</b> The next Anglicare staff survey is scheduled for February 2015 and will contain relevant questions.
All managers are active in addressing racial harassment	Directors/GM's and team leaders	Ongoing / reviewed quarterly within staff supervision meetings	<b>Aim to have no complaints of racial harassment</b> Achieved. Zero tolerance of racism is a part of the culture of Anglicare.
Engage all employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind this activity.	GMIS	December 2013	<b>Develop, implement and communicate a protocol document</b> Achieved. A protocol document has been developed, with Anglicare staff trained in its use. Such protocols are now used during formal and informal occasions across our services, eg staff meetings, child care centres, conferences, seminars and training. In addition, Acknowledgement of Country signage has been placed in most offices.



## Opportunities

Indigenous Australians continue to be disadvantaged within all of the major social indicators. This is particularly evident in rural and remote locations. In addition, the leadership and participation of Aboriginal people in the delivery of services and the development of partnerships is vital if Anglicare is to be effective in working with them.

### Focus area:

Action	Responsibility	Timeline	Measurable Target / Progress Report
<b>Indigenous leadership on executive team is identified</b>	CEO	Jan 2012	<b>Permanent position of General Manager Indigenous Services &amp; Education is established</b> Achieved. Note comments in preamble
Mainstream leadership positions for Indigenous employees are identified	Directors / GMIS	Dec 2015	Anglicare will establish a target of 5% of all Anglicare employees to be Indigenous and 7% in branches with high population of Aboriginal and Torres Strait Islander people (to be identified)
An employment register for potential Indigenous employees is maintained	GMIS	Dec 2013 / reviewed every 6 months	Potential Indigenous recruits are invited to apply for vacant positions when available
Services in remote Aboriginal communities are developed	GM's & GMIS	Dec 2015	3 services to Indigenous communities in remote NSW
<b>Ministry opportunities and partnerships with local parishes are developed</b>	GMIS	Dec 2015	<b>3 ministry partnerships</b> One partnership has been established at the Anglican Parish of Bega.
<b>Funding for Indigenous services are obtained</b>			<b>5 submissions are successful</b> Achieved. Funding has been obtained for Indigenous services across most of Anglicare's locations, particularly in the western region.
<b>Opportunities for Indigenous services and businesses</b>	GM's	Dec 2015	<b>Investigate becoming a member of the Australian Indigenous Minority Supplier Council</b> Anglicare has approached Supply Nation and is currently considering its procurement processes and Supply Nation membership. <b>Scholarships for Indigenous Students</b> Anglicare has provided four student scholarships since the commencement of its RAP.