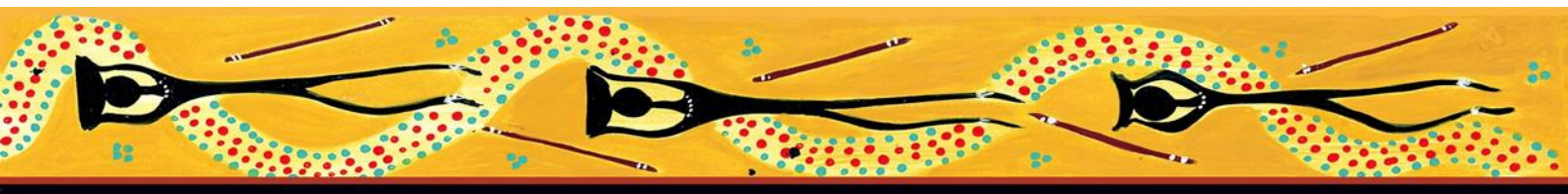




Our Reconciliation Action Plan 2017 – 2020



Our Vision

Supporting people to have meaningful lives in their community

Our Mission

Connecting people with people

Our Values

Open and honest communication

Team work and collaboration

Respect

Accountability

Building strong relationships with:

- Service Users
- Their Families
- Others Services
- Community

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Our Vision for Reconciliation

The Christie Centre Inc. recognises the diversity of the people who live within our community and seek to increase our cultural inclusion of all.

We acknowledge that in order to be culturally relevant we must be culturally safe.

Executive Officer's Message

I would like to take this opportunity to acknowledge and pay my respects to the elders, past and present and to the elders of tomorrow.

We acknowledge and pay our respects to the first peoples of Australia and locally to the Latje Latje peoples (Sandhill Peoples) on who's land we stand and to their nearest neighbours the Barkindji peoples (River Peoples).

The Christie Centre Inc. exists to provide support and opportunities for people with disabilities to fully participate in all aspects of their community, it is this philosophy that drives us to broaden our levels of inclusion and diversity and to ensure there are no cultural or other barriers to being part of the Christie Centre Inc. We embrace the challenge to be a culturally relevant and safe service for all.

Florence Davidson.

Elders Message

As a descendant of my Apical Ancestors I say "Delgi" (Welcome).

It is with great pleasure to have involvement in the Elders message for the Christie Centre's Reconciliation Action Plan, and to support their RAP, to encourage this endorsement throughout their Plan around inclusion, and to embrace the following practice. Enhance the Cultural awareness across their organisation, and actively participate and celebrate in our important significant Days throughout the year like Reconciliation, Sorry Day and NAIDOC Week, and to work collaboratively with the Elders and Indigenous First Peoples and the wider community to bring and instil the fabric of Pride and self-ownership of your Indigenous clients, families, communities and Staff throughout the Christie Centre's future directions under this Plan.

Finally I recognise and pay my respect to all Elders that no longer walk this earth today, cherish those Elders that are with me today and acknowledge those other Traditional owner groups and their Elders Past, Present and to all my Elders of the future.

Aunty Janine Wilson - Latji Latji Elder on Country





Our Business

Christie Centre Inc. has been providing support, assistance and employment programs for people with permanent disabilities and barriers to employment for over 60 years. We are a community based, not-for-profit organisation that employs 90 plus staff in Mildura Victoria.

Christie Centre Inc. provides innovation support and employment services for people by providing them with assistance to work towards achieving positive outcomes on their chosen path. Our services are negotiated with and tailored to the needs of each individual which may also include support with housing, transport, personal care, training or skill development for complex communication or sensory needs. Our staff also work to provide personal motivation, confidence building, relationship and community engagement and encouragement to people who access the services of the Christie Centre Inc.

We have very comprehensive programs of activities for people to choose from and strong relationships with Aboriginal and Torres Strait Islander people, organisations and communities in our areas of operation.

Christie Centre Inc. partners with governments and the community to develop locally appropriate service models to provide positive skill development and meaningful occupation outcomes for people with disabilities, who are vulnerable and have significant barriers to employment.

Christie Centre Inc. is continually improving and developing programs and services to better equip participants with the skills they need to achieve meaningful employment. Our organisational mission is to enable people to achieve full participation within their community and to strive to meet their greatest potential.

We value and celebrate our diverse workforce.

We have a long history in the local community and are very proud of our innovative service and the evidence based results we continue to achieve.





Our RAP (Reconciliation Action Plan)

A desire to increase understanding and awareness of First Australian Peoples culture and histories to become more culturally aware and understanding, when working with Aboriginal and Torres Strait Islander participants.

Senior Management decided that the organisation should engage in professional development more substantial than ad hoc short courses and commit to develop an organisational wide approach. A former Aboriginal staff member conducted some research and found that the best practice model was the RAP, developed by Reconciliation Australia. The RAP process could deliver on systematic, authentic and meaningful change across all programs and at all levels of the organisation.

The development at the Christie Centre RAP, process provided a framework to review a broad range of existing processes, systems and networks with the view to reduce impediments and enhance inclusion of Aboriginal and Torres Strait Islander peoples in all spheres of organisational operation.

Our involvement in the Riverfront Project in Mildura allowed a first experience for some team members and participants of being part of, sitting and listening to traditional leaders sharing their stories. It was a humbling and emotional experience which reinforced our corporate resolve to make meaningful change and contribution through the RAP process.





What we achieved in our first RAP:

- Getting started!!! The RAP is now a key organisation strategy with the full support of our Board of Management.
- RAP available to all staff and promoted in community through our website.
- RAP information shared at Leadership forums and general staff days.
- Official Launch in July 2017
- Creation of a Diversity Policy to provide the policy framework which will underpin all diversity related activity within the organisation. This Policy embeds RAP objectives in current and future strategic initiatives.
- Diversity reporting template included in monthly reporting to Senior Leadership Group. This captures base line data relating to the diversity of our workforce, in particular, employment numbers of Aboriginal and Torres Strait Islander staff and participants accessing our services. This assists and informs our workforce planning and staff support and retention programs.
- BuyAbility Membership (BuyAbility is an initiative of NDS to promote and secure a thriving supported employment sector).
- Welcome to Country Protocol implemented.
- Welcome to Country included as part of all current and future staff days.
- Artworks from local artist to visually capture RAP journey.
- Improved communication with and ongoing support of North West Victoria and South West NSW Aboriginal Communities, through meeting attendance, community partner opportunities and inclusion in local events.

Areas for further development identified in our first RAP:

During the implementation of our RAP, challenges were identified that we hope to focus on in this RAP.

- Embedding newly established processes, such as cultural protocols, to ensure they are well integrated into standard operating practices.
- Supporting leadership group to build cultural competence of all staff.

Key learning from our RAP:

These learnings provide a critical platform to strengthen our reconciliation initiatives in this process.

- Ensure cultural protocols are followed in all aspects of RAP activity.
- Work sensitively within existing organisational culture to build acceptance and ownership of RAP aspirations.
- Actively nurture all staff with a personal and professional interest in Aboriginal and Torres Strait Islander peoples and encourage them to engage meaningfully with RAP activities at all levels.

The Christie Centre will continue to work towards increasing engagement with Aboriginal and Torres Strait Islander peoples, stakeholders and organisations through building stronger two-way relationships built on respect and trust throughout our organisation.





1. Relationships

Working in partnership with local Aboriginal and Torres Strait Islander peoples and communities will help us to develop trusting, stronger, mutually-beneficial relationships with First Australian Peoples. It will also enable us to understand any local issues and work together towards providing a better service to the community and inspiring all participants to achieve their greatest potential. Strong relationships are core to progressing our initiatives.

Action	Responsibility	Timeline	Target
1.1 Celebrate and participate in National Reconciliation Week (NRW) to promote stronger relationship between Aboriginal and Torres Strait Islander peoples and other Australians.	Community Engagement Advisor	27 th May – 3 rd June 2017, 2018	<ul style="list-style-type: none"> Christie Centre to host at least one NRW event each year. Organise and distribute NRW information to all staff via email. Encourage all participants and staff to participate in local NRW events. Register all Christie Centre NRW events on Reconciliation Australia website year.
1.2 Christie Centre to continue to establish and leverage existing relationships with Aboriginal and Torres Strait Islander peoples, stakeholders and organisations.	Employment Managers	September 2017, 2018	<ul style="list-style-type: none"> Review and maintain a list of Aboriginal and Torres Strait Islander peoples, stakeholders and organisations within their local area or sphere of influence.
	Team Leaders	December 2017, 2018	<ul style="list-style-type: none"> Team Leaders to organise at least 2 meetings per year with Aboriginal and Torres Strait Islander peoples, stakeholders and/or organisations to actively engage and discuss collaborative activities.
1.3 Raise internal and external awareness of the Christie Centre RAP with all employees and sphere of influence.	CEO	July 2017	<ul style="list-style-type: none"> CEO will advise all staff of RAP and how they can contribute to its implementation via email and internal Announcement.
	Web Designer	July 2017	<ul style="list-style-type: none"> Organise and provide a presentation to Christie Centre leadership outlining the organisations reconciliation commitment and their responsibility to the implementation of the RAP.
		July 2017	<ul style="list-style-type: none"> Organise and provide a RAP presentation at general staff days.
		July 2017	<ul style="list-style-type: none"> Encourage all staff to view RAP by providing access to hard copies and soft copy available on Christie Centre public website
		June 2017	<ul style="list-style-type: none"> Develop, implement and communicate a plan to ensure periodic promotion of RAP progress, developments and local success is provided.
		June, September, December, March, 2015, 2016, 2017	<ul style="list-style-type: none"> Communicate quarterly RAP updates to staff through the "In the Loop" staff newsletter.
	Project Manager	Every 6 weeks until December 2016	<ul style="list-style-type: none"> Christie Centre RAP to be promoted at all new staff Welcome Days during Project Manager's presentation.
	Training Manager, Team Leaders	July 2015	<ul style="list-style-type: none"> Develop and implement a plan to ensure all new staff have access and are encouraged to view hard/soft copy of RAP as part of their induction.





2. Respect

We are committed to increasing our awareness, understanding and respect for Aboriginal and Torres Strait Islander peoples, histories, cultures and achievements, which will also enable our staff to provide culturally appropriate services. We will focus on increasing cultural competency among employees and observing appropriate cultural protocols, as these are important to us. Our RAP commitment aims to actively encourage our employees to participate in Aboriginal and Torres Strait Islander festivals, celebrations and acknowledging significant First Australian Peoples days/events

Action	Reasonability	Timeline	Target
2.1 Engage employees in understanding Aboriginal and Torres Strait Islander cultural protocols around Acknowledgement of Country and Welcome to Country to ensure there is shared meaning behind ceremonies	Leadership Team	December 2017	<ul style="list-style-type: none"> Review, update and communicate Aboriginal and Torres Strait Islander cultural protocol documents. Ensure an Acknowledgement of Country is provided at all significant internal meetings and events
	Executive Assistant	December, 2017	<ul style="list-style-type: none"> Invite a Traditional Owner to provide a Welcome to Country at Christie Centre Staff days, Welcome days and Employer Network Events.
	Marketing Events Project team	June 2017	<ul style="list-style-type: none"> Establish email signature blocks as a standard for all employees that refer to respecting and acknowledging Aboriginal and Torres Strait Islander peoples.
2.2 Continue our commitment to increasing appreciation, acknowledgement and cultural integrity of Aboriginal and Torres Strait Islander peoples and communities.	Marketing and Communications Project Team	September 2017	<ul style="list-style-type: none"> Develop and implement a policy outlining the use of Aboriginal and Torres Strait Islander flags, art and imagery in Christie Centre offices, publication and public website.
	Marketing and Communications Project Team	June 2017	<ul style="list-style-type: none"> Organise and display Aboriginal and Torres Strait Islander flags, imagery, art including information of artist and artwork in all service centres.





Action	Responsibility	Timeline	Target
2.3 Engage employees in cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander peoples histories, cultures and achievements.	Community Engagement Liaison Learning and Development Training Team Leaders	December 2017	<ul style="list-style-type: none"> Develop and implement a cultural awareness training strategy for staff and consider various ways of which cultural learning can be provided (online, face to face workshops. Cultural immersion).
	Community Engagement Liaison Learning and Development Training Team Leaders	June 2017	<ul style="list-style-type: none"> RAP Working Group, Human Resources staff and senior managers to participate in cultural awareness training.
	Learning and Development Training Team Leaders	June 2017	<ul style="list-style-type: none"> Provide opportunities for staff to participate in cultural learning.
	Learning and Development Team Leaders	December 2017	<ul style="list-style-type: none"> Develop, implement and communicate a plan to provide employees with access to appropriate resources to support cultural competency, such as links to publications, communications, community events and use of Reconciliation Australia's "Share our Pride" website.
2.4 Christie Centre to celebrate and participate in NAIDOC Week.	Executive Assistant	1 st Sunday – 2 nd Sunday July 2017 and 2018	<ul style="list-style-type: none"> Provide the opportunity for Aboriginal and Torres Strait Islander staff and other staff to participate in local NAIDOC Week events.
	Marketing Events Coordinator / Employment Service Manager	1 st Sunday – 2 nd Sunday July 2015 and 2016	<ul style="list-style-type: none"> Christie Centre to host at least one internal NAIDOC Week event in collaboration with local Aboriginal and Torres Strait Islander communities
	Marketing and Communications Manager	1 st Sunday – 2 nd Sunday July 2015 and 2016	<ul style="list-style-type: none"> Develop and implement a plan to communicate NAIDOC Week themes and events via team meetings, and public website





3. Opportunities

Our goal is to increase employment opportunities for Aboriginal and Torres Strait Islander peoples, we believe jobs have a powerful impact on the wellbeing of the individual, their family and community. We aim to increase opportunities within the organisation and in the community for Australia's First Peoples. We will also look to increasing our supply chain and engagement with Aboriginal and Torres Strait Islander businesses.

Action	Responsibility	Timeline	Target
3.1 Increase Aboriginal and Torres Strait Islander employment within Christie Centre	Quality Assurance Coordinator	December 2017	<ul style="list-style-type: none"> Review HR procedures to ensure Christie Centre recruitment and employment is a culturally safe and inclusive practice for Aboriginal and Torres Strait peoples
	Program Managers Corporate Services Manager	December 2017	<ul style="list-style-type: none"> Review, update and effectively implement Christies Centre Indigenous Opportunity Plan.
	Learning and Development and Training Team leaders	June 2017	<ul style="list-style-type: none"> Review and update Christie Centre indigenous employment strategy to include Aboriginal and Torres Strait Islander employee retention and professional development.
	Learning and Development	September 2017	<ul style="list-style-type: none"> Engage existing Aboriginal and Torres Strait Islander employees to consult on employment strategies including professional development.
	Program Managers	December 2017	<ul style="list-style-type: none"> Develop and implement a plan to pilot different approaches to increasing Aboriginal and Torres Strait Islander employment and participation within the Christie Centre including training pathways, apprenticeship, Internship, cadetship opportunities.





Action	Responsibility	Timeline	Target
3.2 Explore opportunities to improve employment outcomes from Aboriginal and Torres Strait Islander peoples through Christie Centre services	Learning and Development Training Team leaders	December 2017	<ul style="list-style-type: none"> In consultation with Aboriginal and Torres Strait Islander communities, develop guidelines and resources for Christie Centre staff to effectively engage with First Australian participants.
	Team Leaders - My Choice	September 2017	<ul style="list-style-type: none"> All new staff to be trained on how to engage with Aboriginal and Torres Strait Islander participants during staff induction. Consult with Aboriginal and Torres Strait Islander participants to investigate gaps in services to support employment of First Australians.
3.3 Investigate opportunities to increase supplier diversity within the Christie Centre	Manager Aroundagain	December 2017	<ul style="list-style-type: none"> Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.
	Executive Assistant	June 2018	<ul style="list-style-type: none"> Publically promote Christie Centre Supply Chain Business opportunities through public website and sphere of influence.
3.4 Establish Work Experience Program to support professional development of Aboriginal and Torres Strait Islander TAFE students		December 2017	<ul style="list-style-type: none"> Develop and implement a plan to create an Aboriginal and Torres Strait Islander Work Experience Program.
		February 2018	<ul style="list-style-type: none"> Provide support and resources to educate leadership group in order to implement the Aboriginal and Torres Strait Islander Work Experience Program.





4. Tracking Progress and Reporting

Action	Responsibility	Timeline	Target
4.1 Explore opportunities to communicate RAP progress to internal and External stakeholders.		June, September, December, 2017, 2018, 2019	<ul style="list-style-type: none"> Provide quarterly RAP updates to staff.
		December 2015	<ul style="list-style-type: none"> Investigate opportunities to publicly report on RAP achievements
4.2 Ensure all programs participation diversity information is reported to Christie Centre senior leadership group on a quarterly basis.	Team Leaders	March, June, September, December 2017, 2018, 2019	<ul style="list-style-type: none"> Complete quarterly Participants Diversity Reporting to inform strategy and track achievement of employment outcomes for Aboriginals and Torres Strait Islander participants.
4.5 Refresh RAP		January 2019	<ul style="list-style-type: none"> Review, refresh and update RAP based on learnings, achievements and challenges and forward to Reconciliation Australia for review and endorsement.





Christie

CENTRE INC

Contact Details

Florence Davidson

Executive Officer

Phone: (03) 50232761

Email: fdavidson@christiecentre.com.au

Web: www.christiecentre.com.au