



REFLECT Reconciliation Action Plan

Sacred Heart Mission, Dec 2012- Dec 2014



Dean Stewart conducting the Wominjeka-Welcome to Country on behalf of the Boon wurrung custodians of this area and with the authority of senior Boon wurrung Elder Carolyn Briggs – SHM Dining Hall re-opening, August 2013.



Reconciliation ACTION PLAN

REFLECT RAP

Acknowledgment



Sacred Heart Mission acknowledges the Kulin Nation as the Traditional Owners of the land on which we operate. Sacred Heart Mission commits to providing accessible and culturally appropriate services to Aboriginal and Torres Strait Islander People.

Statement of Commitment



Over the next 12 months, Sacred Heart Mission will complete the following actions to ensure we are well positioned to implement an effective and mutually beneficial Reflect Reconciliation Action Plan (RAP), which identify actions specific to our business and our sphere of influence.

The Reflect RAP will allow our organisation to focus on building relationships both internally and externally with our stakeholders. It will raise awareness and develop a shared understanding and ownership of the RAP within SHM. Development of future RAPs will involve consultation with staff across SHM including Aboriginal and Torres Strait Islander staff and/or stakeholders to achieve our vision for reconciliation.



Cathy Humphrey, CEO Sacred Heart Mission

12th December 2013

Our vision for Reconciliation



Sacred Heart Mission (SHM) recognises Aboriginal and Torres Strait Islander peoples as the First Australians. SHM acknowledge and regret the injustices that have caused suffering to people in the past and the injustices that continue to give rise to inequality and disadvantage. SHM recognises the shared responsibility of Government, business and community based organisations to promote the dignity and respect of Aboriginal and Torres Strait Islander peoples and restore relationships of trust.

Our vision is of a country where Aboriginal and Torres Strait Islander and other Australians share a mutual respect and pride in each other's cultures and enjoy equal opportunities for participation in our community. SHM emphasise that equal participation must commence with the formal inclusion of Australia's First Peoples in the Australian Constitution.

Our unique contribution



Based in St Kilda, SHM welcomes people from all around Australia, every day of the year. SHM celebrates diversity and SHM services promote an environment of welcome and acceptance. This provides a unique opportunity to welcome Aboriginal and Torres Strait Islander peoples to our open access services and to acknowledge and raise awareness of Aboriginal and Torres Strait Islander culture.

Our business



SHM provides services for people in our community who are experiencing homelessness and disadvantage. At the heart of our services is the meals program which provides an average of 400 meals per day, every day of the year. People are able to access a range of services including; crisis support, case management, crisis accommodation, supported housing, women only services, a Health Clinic and a Sport and Recreation program. SHM also provides Aged Care accommodation and outreach services to assist elderly people to live independently in the community.

- ✓ SHM employs over 200 people and is supported by over 1000 dedicated volunteers.
- ✓ SHM is committed to providing a welcoming service to all members of the community.
- ✓ SHM service data indicates that up to 10% of people accessing our services identify as Aboriginal or Torres Strait Islander.

Vision, Mission and Values



Organisational Vision: Our vision is of a world where people live free from poverty and belong to a community that is compassionate, just and inclusive of all.

Organisational Mission: Sacred Heart Mission addresses homelessness and disadvantage by providing a range of diverse and creative services that: ensure people have access to necessities including housing, food and health care; and enable people to connect with their community and develop support networks that sustain and nurture their lives.

Our Values:

- ✓ **Welcome** - we welcome and accept people as they are
- ✓ **Community** - we build community
- ✓ **Empowerment** - we work with people to enable them to control their lives
- ✓ **Challenge** - we challenge the unjust structures of our society
- ✓ **Stewardship** - we value our staff and volunteers and manage our resources effectively

Our RAP journey



SHM was inspired to develop a RAP after attending a workshop in the region, presented by Reconciliation Australia. A Working Group was formed (known internally as a Project Cloud) and a Statement of Commitment to develop a RAP was signed by the CEO, Cathy Humphrey on 2nd December 2012.

It was important to start the RAP on a footing that would be achievable and sustainable. For this reason, a "Reflect RAP" was chosen as the first living document which will serve as a solid foundation on which to build future RAPs. It was decided that the implementation process would begin concurrently with the development of the RAP, where possible, on the basis that if an action could be done, we would do it.

Subsequently many actions have been met along the way. In particular, the focus has been on developing relationships. We have invited advice, guidance and feedback from the Boon Wurrung Traditional owners, City of Port Phillip Indigenous Policy Officer, Inner South Community Health Service, Ngwala Willumbong, (including Galiamble Recovery Centre and Winja Ulupna), St Kilda Legal Service, Southern Metro Region Local Indigenous Network (LIN), Reconciliation Victoria and Port Phillip Citizens for Reconciliation.

A SHM organisation wide staff meeting was used to provide staff with information about what a RAP involves and why we have embarked on this journey. Posters have been displayed around the Mission inviting participation from staff, volunteers and clients, particularly those who identify as Aboriginal and Torres Strait Islander. Whilst it has

taken time for people who access our services to gain trust in the RAP process, we have gained important contributions along the way including the donation of a piece of Aboriginal art work, the sharing of ideas and the facilitation of introductions to members of the local Aboriginal community. Recently, we have been fortunate in welcoming the participation of an Aboriginal woman, who is a member of our Client Representative Group, to the RAP Working Group.

SHM staff have been kept up to date about the progress of the RAP through regular items in the monthly staff newsletter and the Project Leader has reported progress back to the Management group on a monthly basis. Interest in our RAP journey peaked when staff attended cultural awareness training facilitated at Ngwala Willumbong in August 2013. Staff were encouraged to complete the Reconciliation Australia "Share our Pride" on-line training prior to attending the workshop. Two sessions were fully booked and staff from all levels of the organisation attended.

SHM intends to build on the relationship with Ngwala and looks forward to welcoming the Coordinator of the Victorian Indigenous Statewide Homelessness Network (VISHN) to the Working Group. The Community Development Broker from our LIN (Local Indigenous Network) has also joined the Working Group and will help to facilitate the further development of relationships with the local community.

A highlight of the RAP journey so far has been the Welcome to Country and Smoking Ceremony performed at the opening of SHM's renovated Dining Hall in August 2013. Dean Stewart conducted the Wominjeka-Welcome to Country on behalf of the Boon wurrung custodians of this area and with the authority of senior Boon wurrung Elder Carolyn Briggs. This ceremony was enjoyed by clients, staff, volunteers and a host of visitors including several prominent VIPs.

Relationships

Sacred Heart Mission recognises the importance of building relationships of trust and respect with the local Aboriginal and Torres Strait Islander community. These relationships will enrich the knowledge and experiences of our staff and volunteers which in turn will help us to provide culturally respectful and responsive services for our clients. Where possible we aim to work collaboratively with local Aboriginal and Torres Strait Islander services.

Action	Responsibility	Timeline	Measurable target
A RAP Working Group is formed and operational. This group will support the development and implementation of our RAP and is comprised of Aboriginal and Torres Strait Islander people and other Australians.	Project Leader and Executive Sponsor	Ongoing	<ul style="list-style-type: none"> ✓ A RAP Working Group has been meeting monthly since December 2012.
		July 2013	<ul style="list-style-type: none"> ✓ The City of Port Phillip Indigenous Policy Officer attended a meeting to offer support and advice.
		August 2013	<ul style="list-style-type: none"> ✓ The Working Group has welcomed an Aboriginal woman who is a member of the SHM Client Representative Group.
		September 2013	<ul style="list-style-type: none"> ✓ The Community Development Broker of the LIN (Local Indigenous Network) has attended our Working Group and offered his ongoing support.
	2013/2014	<ul style="list-style-type: none"> ✓ The Coordinator of the Victorian Indigenous State wide Homelessness Network (VISHN) has also offered to attend our Working Group meetings. 	
	SHM Executive and Management Group	Ongoing	<ul style="list-style-type: none"> ✓ Encourage new membership and/or visitors to RAP Working Group during 2014.

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Action	Responsibility	Timeline	Measurable target
Develop relationships with Aboriginal and Torres Strait Islander people in our local area and sphere of influence that may be able to assist us in future RAP activities.	RAP Working Group	Ongoing	<ul style="list-style-type: none"> Individual members of the Working Group regularly attend local Indigenous community events to form relationships and to seek input and support for development of our RAP.
	RAP Working Group	Ongoing	<ul style="list-style-type: none"> Individual members of the Working Group attend Port Philip Citizens for Reconciliation meetings.
	RAP Working Group	By Feb 2014	<ul style="list-style-type: none"> Attend LIN meeting. Make contact with Aboriginal Catholic Ministry.
	Community Services Managers and Aged Care Managers	August 2013 – ongoing	<ul style="list-style-type: none"> Build on success of cultural awareness training by developing a closer working relationship with Ngwala Willumbong. Encourage staff to consult with Ngwala and to share case management of Aboriginal clients where appropriate. Staff at Ngwala have been provided with the option to attend SHM training on Family Violence and Hepatitis C.

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	Training Coordinator	2014	<ul style="list-style-type: none"> ✓ Invite Ngwala staff to attend SHM training sessions as a way to further develop this relationship.
Celebrate National Reconciliation Week 27 th May – 3 rd June annually	RAP Working Group	2013	<ul style="list-style-type: none"> ✓ Reconciliation posters displayed during NRW 2013. ✓ Local NRW activities and RECOGNISE campaign promoted via staff newsletter. ✓ Celebration held to acknowledge donation of Aboriginal artwork to the Women's House.

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Celebrate National Reconciliation Week 27 th May – 3 rd June annually	Working Group and Managers	2014	<ul style="list-style-type: none"> ✓ Promote City of Port Phillip celebrations for NRW to staff and clients using posters, staff newsletter and SHM website. ✓ Display NRW posters in SHM Op Shops. ✓ Staff representatives to attend local activities. ✓ Assist clients to attend local activities. ✓ Fly Aboriginal flag at Hostel.
Raise internal awareness of the RAP.	RAP Working Group	2013	<ul style="list-style-type: none"> ✓ RAP presentations held at SHM all staff meetings. ✓ Regular updates provided to Management Group. ✓ Working group members have presented to various staff teams to inform about RAP and seek input. ✓ "Wominjeka/Welcome" signs and Aboriginal language maps displayed in client service areas and Hostels.

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Raise internal awareness of the RAP.	RAP Working Group HR Manager and Volunteer Coordinator	2014	<ul style="list-style-type: none"> ✓ Continue to provide regular input into staff newsletter. ✓ Use staff newsletter to promote Aboriginal cultural events. ✓ Present RAP to SHM Board. ✓ Provide regular communications about the RAP and related activities to SHM volunteers.

Respect

Respect is a core value of SHM. Learning more about Aboriginal culture will promote greater understanding and respect of the rich tapestry that is Aboriginal and Torres Strait Islander history, culture and language. Where possible, SHM will aim to showcase Aboriginal art in our services and Aboriginal culture through SHM events

Action	Responsibility	Timeline	Measurable target
Improve the cultural awareness of staff, clients, students and volunteers through the promotion of Aboriginal culture in our services.	HR Manager/Student Placement Coordinator/ Volunteer Coordinator	February 2013	<ul style="list-style-type: none"> ✓ Information about SHM's RAP to be included in new staff/student and volunteer orientation. ✓ New staff/students/volunteers to be encouraged to undertake "Share our Pride" training.
	Training Coordinator	June 2014	<ul style="list-style-type: none"> ✓ Develop a plan for Aboriginal cultural awareness training to be held regularly for front-line staff.
	Fundraising and Marketing	June 2014	<ul style="list-style-type: none"> ✓ Scope possibility of including Aboriginal cultural performance at SHM concert.
	Community Services Managers and Aged Care Managers	March 2014 Ongoing	<ul style="list-style-type: none"> ✓ Ensure that brochures promoting Aboriginal services are displayed in client service areas and Hostels. ✓ Use client surveys as a way of gaining client input into RAP.
	RAP Working Group	March 2014	<ul style="list-style-type: none"> ✓ Access and display Aboriginal and Torres Strait Islander flags in all SHM buildings. ✓ Access Aboriginal art work to display in client service areas and Hostels.

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Improve the cultural awareness of staff, clients, students and volunteers through the promotion of Aboriginal culture in our services.	RAP Working Group	November 2014	<ul style="list-style-type: none"> ✓ Invite Aboriginal artists to participate in existing art programs at RHPP, the Women's House and Hostels. ✓ Explore possibility of gaining funding for a structured art or storytelling project.
Participate and promote City of Port Phillip community events to celebrate NAIDOC Week.	RAP Working Group	July 2013	<ul style="list-style-type: none"> ✓ City of Port Phillip NAIDOC events promoted in staff newsletter. ✓ Posters displayed in client service areas. ✓ Clients transported to the City of Port Phillip flag raising ceremony. ✓ Women's House staff attended NAIDOC celebrations at Winja Ulupna.
		July 2014	<ul style="list-style-type: none"> ✓ Promote and participate in City of Port Phillip NAIDOC celebrations. ✓ Display posters in client service areas, Hostels and SHM Op-Shops. ✓ Fly Aboriginal flag at Hostel.

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Develop communication plan to implement endorsed protocol for acknowledging Aboriginal and Torres Strait Islander peoples.	SHM Executive	October 2013	<ul style="list-style-type: none"> ✓ Protocol for acknowledging Aboriginal and Torres Strait Islander peoples has been endorsed by the SHM Executive. Wording for Acknowledgement of Country was developed in consultation with a family member of the local traditional custodians – the Boon wurrung.
	Management	By Jan 2014	<ul style="list-style-type: none"> ✓ Communicate importance of protocols to staff team and oversee implementation.
	RAP Working Group	By June 2014	<ul style="list-style-type: none"> ✓ Review and enhance protocol.

Opportunities

Action	Responsibility	Timeline	Measurable target
Scope a business case for supporting Aboriginal and Torres Strait Islander employment within our organisation.	General Manager Business Services, HR Manager, Working Group	2013 Dec 2014	<ul style="list-style-type: none"> ✓ Ceremonial leave was included in SHM EBA approved in June 2013. ✓ Capture baseline data of Aboriginal and Torres Strait Islander employees to inform future developments. ✓ Develop a HR strategy for attracting Aboriginal and Torres Strait Islander employees. ✓ Develop a plan with Student Placement Unit to create opportunities for student placement of Aboriginal and Torres Strait Islander students within our services.
Scope a business case outlining how our organisation can support Aboriginal and Torres Strait Islander employment through our business relationships.	General Manager Business Services, Manager IT and Maintenance.	Dec 2014	<ul style="list-style-type: none"> ✓ Investigate opportunities to support Aboriginal suppliers through www.supplynation.org.au. ✓ Look for opportunities to form business relationships with other organisations that have a RAP and/or employee Aboriginal and Torres Strait Islander peoples.
Build support for RAP	General Manager Business Services	March 2014	<ul style="list-style-type: none"> ✓ Seek funding from SHM Corporate Sponsors for key RAP projects as they are identified.

Tracking Progress and Reporting

Action	Responsibility	Timeline	Measurable target
Develop a framework for reporting on progress of our RAP.	RAP Working group	March 2014	<ul style="list-style-type: none"> ✓ Ensure that we collect data so that we are able to measure our progress. ✓ Report to Reconciliation Australia annually on our achievements.
Develop a paper outlining future opportunities as have been identified throughout our consultation with internal and external stakeholders. This paper will assist in defining actions for subsequent RAPs for our organisation.	RAP Working group	Dec 2014	<p>For example:</p> <ul style="list-style-type: none"> ✓ Review case management processes to ensure that our client practice is culturally appropriate. ✓ Develop a plan for making aged care services more accessible for Aboriginal and Torres Strait Islander clients.

Contact Details



SHM RAP Project Cloud/Working Group Members

Mary Bartlett	General Manager, Community Services
Sylvia Edgar	Diploma Community Services Student
Jamie Glassock	Coordinator Support Services, Rooming House Plus Project
Karen Hall	Street Project Worker, Windana Drug and Alcohol Recovery
Catherine Harris	Executive Sponsor General Manager, Business Services: charris@sacredheartmission.org
Thomas Harrison	Local Indigenous Network
Leanne Lewis	Project Leader Manager, Women's Services: llewis@sacredheartmission.org
Phoebe McCann	Case Manager Women's House
Greig McEwan	Manager, Property, IT & Administration
Suzette James Nevell	Coordinator Training & Practice Development
Pier-Angela Serra	Client Representative Group Member

Special thanks to Dean Stewart for allowing his photo to be used.