

RECONCILIATION ACTION PLAN

SEPTEMBER 2023 - SEPTEMBER 2024

ACKNOWLEDGEMENT OF COUNTRY

Carers SA acknowledges the Traditional Custodians of all the lands on which we meet, work and live. We recognise that this land has and always will be First Nations land.

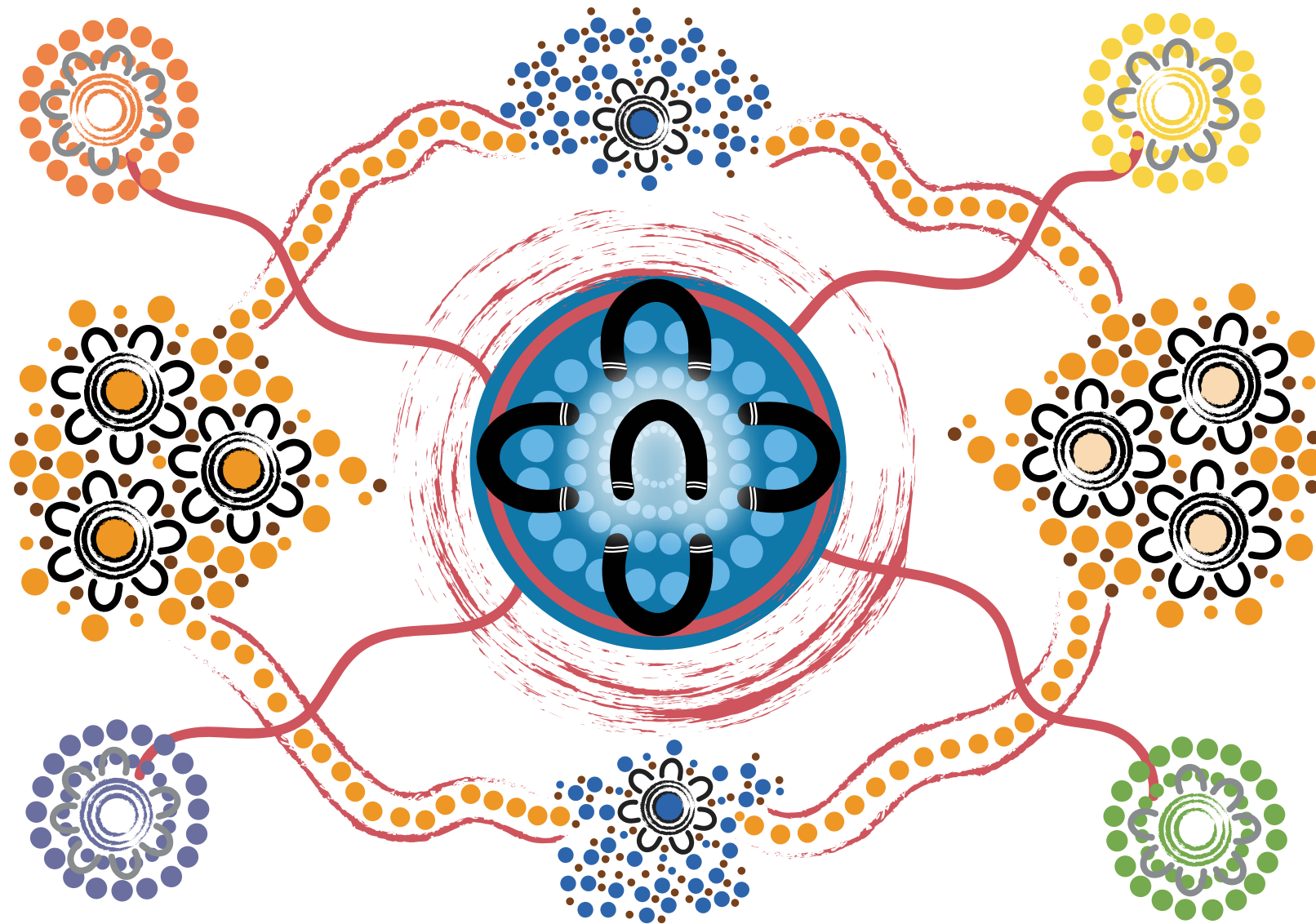
We pay our respects to Aboriginal and Torres Strait Islander Elders past and present and recognise the cultural and linguistic strength, diversity and continual connection with the land, waters and community.

At Carers SA we acknowledge the history and current realities of First Nations people and understand our individual and collective responsibility towards creating inclusive, culturally safe services and programs. At Carers SA, we commit to learning from the knowledge, traditions, stories, spirituality and experiences of Aboriginal and/or Torres Strait Islander peoples and Carers.

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OUR ARTWORK



ARTWORK BY ADJAH DURA/NARUNGGGA AND NGADJURI ARTIST MEL AGIUS

The centre design symbolises our Aboriginal Carers caring for someone. Symbolism in the centre blue dots is the importance of our spiritual care and connection to families and country. Often our families will provide support, assistance, and respite care to help the families caring for a loved one. Travelling through Country to meet family groups is symbolised in the dotted path. The outside orange, yellow, green, and purple dotted circles symbolise a meeting place representing different agencies and services that Aboriginal Carers may need to talk and work with to assist in providing care. All are connected to provide the best possible care for our loved one.

CEO STATEMENT



David Militz CEO Carers SA

At Carers SA, our Reconciliation Action Plan is one of the most significant steps towards building positive, relationships and connections with First Nations Carers, Communities and Organisations.

This is our opportunity to contribute to reconciliation and through consultation and thorough planning will be the beginning of building a more inclusive workforce and service offerings. As part of this journey, I am pleased to present our inaugural Reconciliation Action Plan, in collaboration with Reconciliation Australia.

We are just beginning our reconciliation journey, building the foundations for relationships, respect and opportunities to ensure that Carers SA can support Aboriginal and Torres Strait Islander Carers as best we can.

Our vision over the next year is to embrace this RAP as an evolving document that guides our learning and partnerships and is part of Carers SA growing and maturing.

We are committed to cultural learning, understanding cultural protocols, and considering Aboriginal and Torres Strait Islander peoples experiences in order to grow a more flexible, culturally responsive service model.

Our strategic planning and vision embeds how we can observe and celebrate dates of significance for First Nations peoples and how we can improve our connection, engagement and services with and for Aboriginal and Torres Strait Islander Carers that ensure we have a culturally safe workplace for all staff.

There is much we can do to become more culturally responsive, safe and respectful and this Plan is only the beginning of our learning and growing and I would like to thank everyone who has contributed to the first Reconciliation Action Plan for Carers SA.

David Militz
Chief Executive Officer
Carers SA

STATEMENT FROM CEO OF RECONCILIATION AUSTRALIA



Reconciliation Australia welcomes Carers SA to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Carers SA joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Carers SA to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Carers SA, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

OUR VISION FOR RECONCILIATION

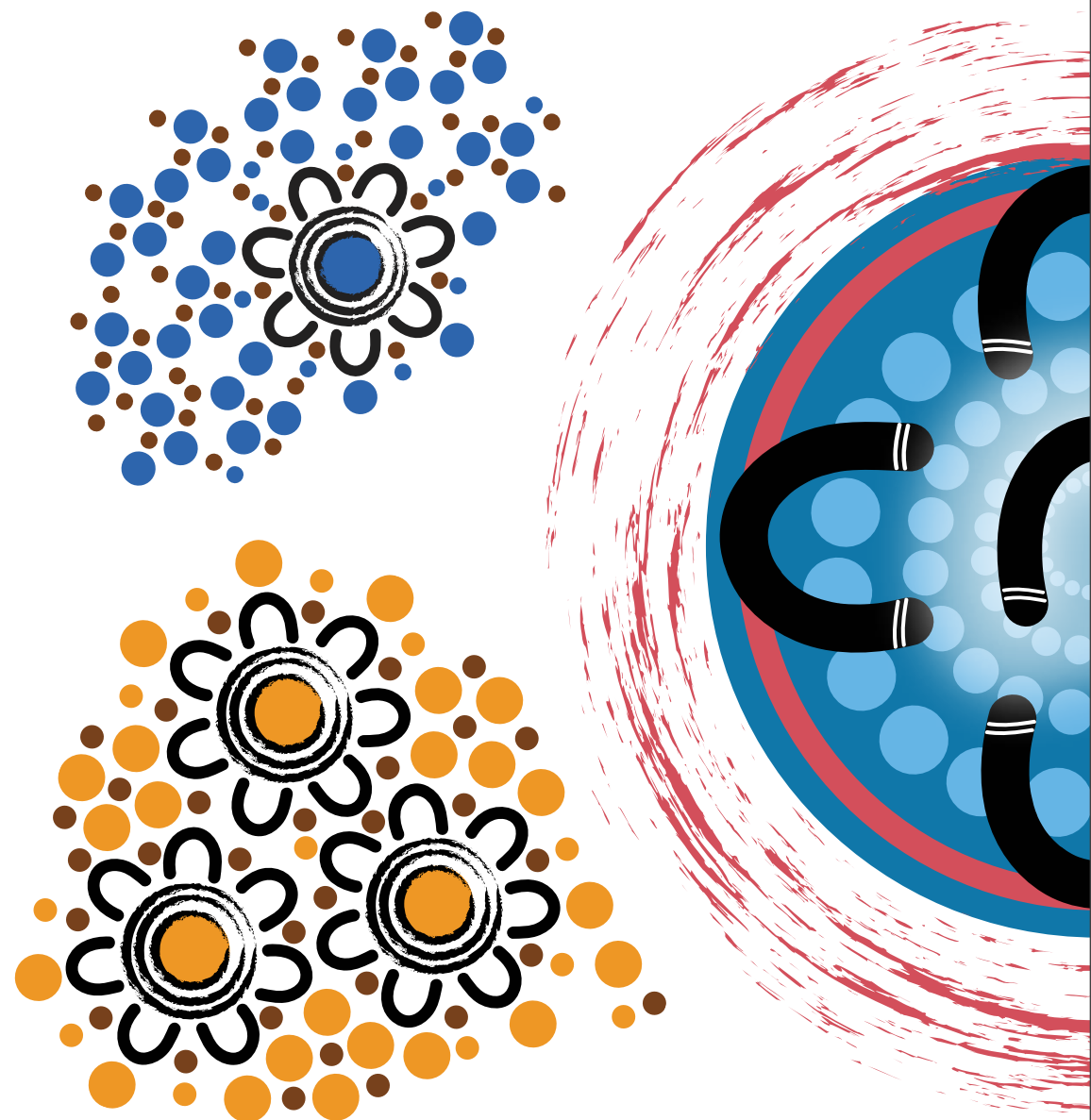
The Reflect RAP symbolises our commitment to a journey where we acknowledge the impact of history and at all levels take responsibility for creating a culturally competent and safe workplace. Carers SA intends for its services and programs to be responsive to the needs of First Nations staff and Carers.

Through the development of our Reflect RAP we will engage authentically with Aboriginal and/or Torres Strait Islander staff, volunteers, Carers, and communities to listen, connect, and enhance engagement strategies, practice and service delivery.

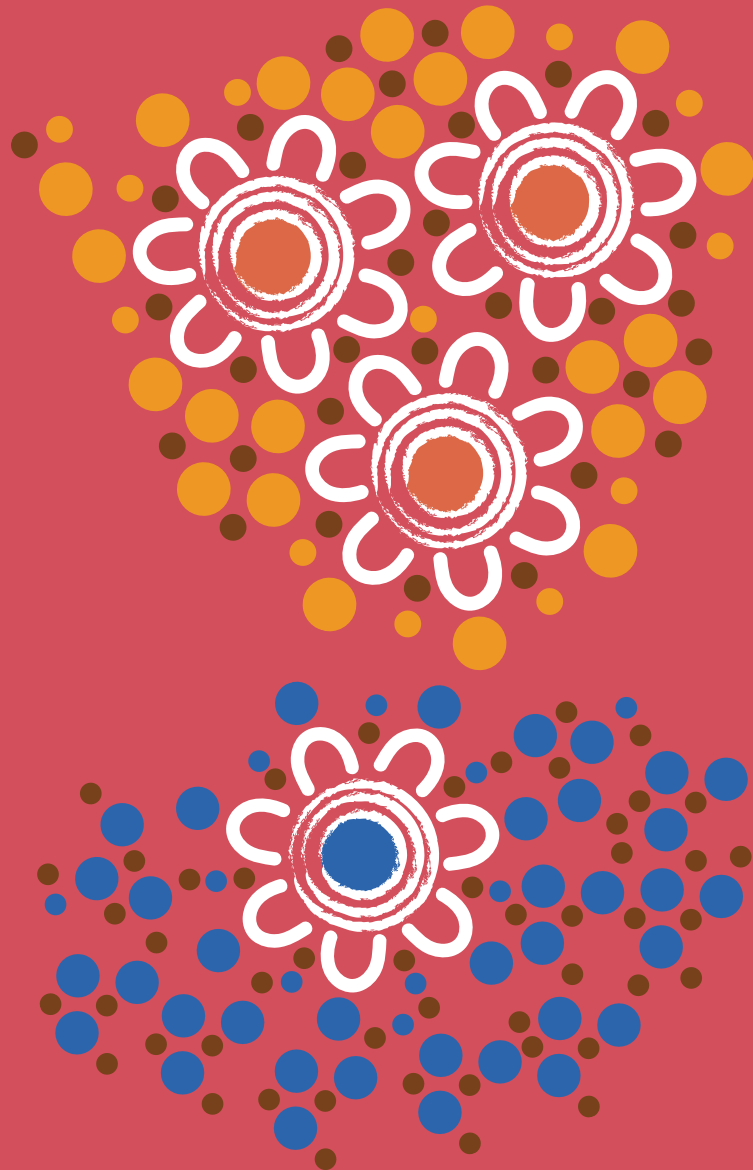
To demonstrate our commitment, we will establish our first Aboriginal and Torres Strait Islander Carer Panel. The Panel will help to inform and guide how Carers SA can enhance engagement and connection with Aboriginal and/or Torres Strait Islander Carers as well as adapt and evolve our service response and delivery, with direct input from Carers.

To support our RAP, we have committed a dedicated resource to be the RAP Champion. This person will facilitate our reconciliation actions and activities and work closely with the Carers SA RAP Working Group (RWG) to strengthen our connection and partnership with Aboriginal and Torres Strait Islander stakeholders and partners to improve outcomes for Aboriginal and Torres Strait Carers.

The Carers SA Reflect Reconciliation Action Plan shows our commitment to Reconciliation by having a strong plan with achievable, insightful actions and deliverables.



OUR BUSINESS



Carers SA is a South Australian organisation that has provided support and services to unpaid Carers for over 30 years.

In 2020 Carers SA became South Australia's Carer Gateway provider. The Carer Gateway is an Australian Government initiative that provides a range of free support services for Carers including support planning, emergency respite, peer support, coaching, counselling and tailored support packages.

Additionally, Carers SA, through State Government funding, provides a range of supports for Carers including Carer Breaks, one on one support and targeted activities for Carers, and ensures the Carer voice is heard and represented through advocacy.

At Carers SA we are focused on improving outcomes for Carers and raising awareness in the community about the important role Carers have in supporting families and friends living with disability, chronic health conditions, drug and alcohol dependency, mental health issues, or who are frail aged or terminally ill.

Carers SA has increased its workforce over the last few years to 120 staff, of which 1.6 or 2 staff identify as Aboriginal and/or Torres Strait Islander people. Our target over the next 12 months is to increase this to 3 % and further develop Carers SA's Aboriginal Community Team to help provide seamless support to Aboriginal and Torres Strait Islander Carers.

OUR SERVICES AND FOCUS

We know that people become Carers in different ways, it can occur gradually over years or it can be sudden. We know that a Carer can be any age and can be parents, grandparents, partners, siblings, children and friends.

A Carer can be anyone who provides personal care, support and/or assistance to family or friends who live with:

- A disability
- A mental illness
- Dementia
- A chronic health condition/s
- An illness that is terminal
- An alcohol or drug related problem or
- Someone who is frail due to age.

Carers are at the heart of everything we do, and we strive to ensure Carers can contribute, are valued, feel culturally safe and have a voice that is heard.

At Carers SA our Client Service Charter is committed to tailoring services and supports for:

- Aboriginal and Torres Strait Islander individuals and communities;
- Culturally and Linguistically Diverse individuals and communities;
- Carers of people who experience mental illness or who have dementia; and
- Children and young people under 25 years old.



Bill Wilson facilitation Carers SA Reconciliation Working Group Workshop 2023

OUR VALUES OUR WORKPLACE

Carers SA is a state-wide organisation and employs staff who are based across metropolitan Adelaide and rural and remote South Australia. Carers are at the heart of everything we do at Carers SA and our staff are focused on “making a difference”. Currently we are establishing an Aboriginal Community Team and have made a commitment to increase Aboriginal and/or Torres Strait Islander staff by establishing targeted positions.

Caring families are at the heart of everything we do.

Carers SA's vision is for Carers SA to be the first choice organisation for Carers, community, government and media to engage on practical support, policy and education matters related to Carers.

Our mission is to work to improve the health, wellbeing, resilience and financial security of Carers and to ensure that caring is a shared responsibility of family, community and the government.

Our values, listed below, represent how we will engage with Carers, each other and the broader community.



Inclusivity

All Carers are treated with respect, dignity and as a person in their own right.



Empathy

We are open, approachable and are always willing to provide assistance to Carers, the community and each other.



Integrity

We always act with honesty, accountability and transparency when engaging with Carers, the community and each other.



Professional Excellence

We strive to provide services of a high quality to Carers and other customers. We are progressive in our thoughts and actions, and aim to be leaders in the sector.



Collaboration

We work with Carers as partners, focusing on individual strengths with the aim to enhance positive outcomes. All external partnership opportunities are investigated and pursued to best serve the communities we work in and with.

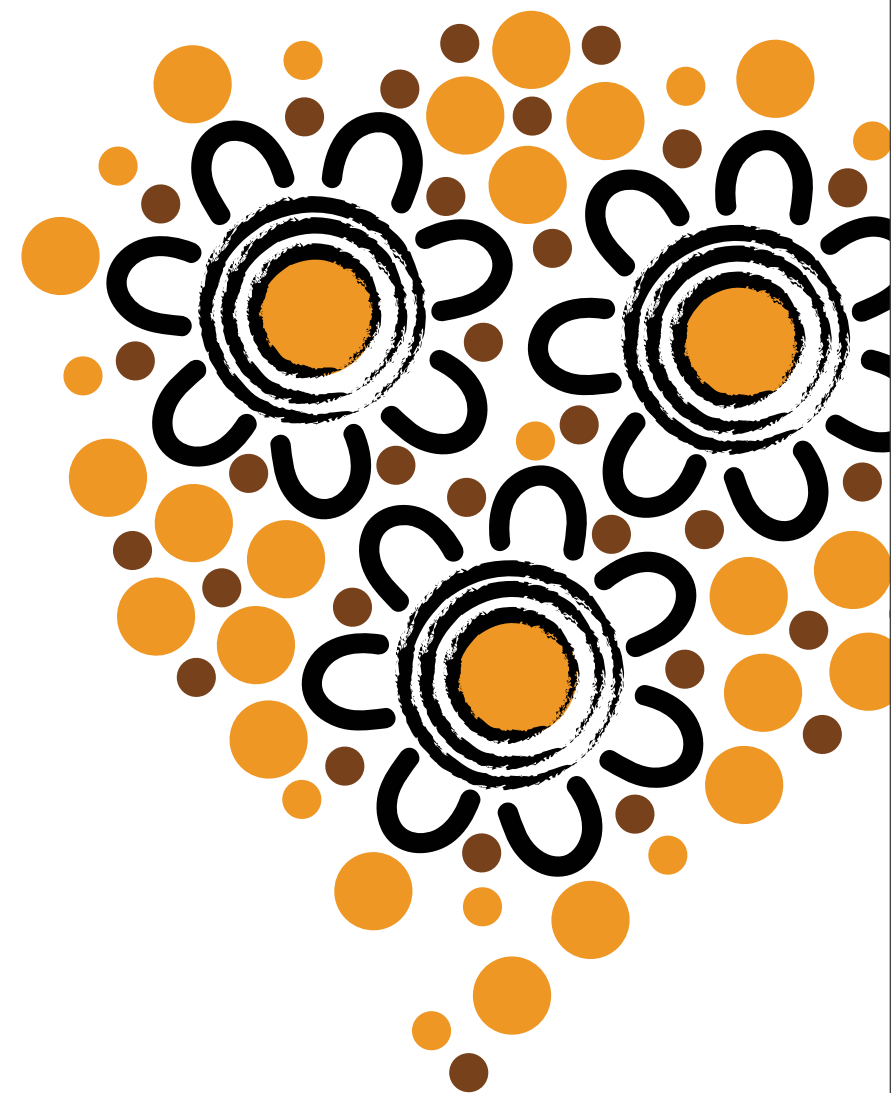
OUR RAP WORKING GROUP

As part of developing our first Reflect RAP we have made a commitment to establishing our first Reconciliation Working Group (RWG). The aim of the RWG will be to develop implementation strategies related to RAP actions and deliverables to support Carers SA's vision for reconciliation and explore how we can influence and co-develop further specific actions and initiatives.

The Reconciliation Working Group is considered the 'Leading Platform' of the RAP and will be responsible for the planning, reviewing, implementation and reporting phases of developing a strong Reconciliation Action Plan. It is therefore important to establish an effective Reconciliation Working Group in order to develop and embed RAP outcomes, actions and deliverables.

The Reconciliation Working Group includes all members of the Aboriginal Community Team, Executive Manager of Service Delivery who with the Manager Quality Projects will share the chairing role. All 3 service delivery staff across regions, in addition to other staff with varying roles including People and Culture, Team Leaders and staff are dedicated to leading diversity, inclusion and reconciliation in their teams, by promoting and mentoring inclusive practice and behaviour.

The Manager of Quality Projects is responsible for championing reconciliation at the leadership level and ensuring that Reconciliation is everyone's business. This role is responsible for overseeing the RWG and leading the development, management, review and evaluation of the RAP, as well as reporting on its progress.



OUR ACTIVITIES

At Carers SA we are proud to have commenced our Reconciliation journey, some of our activities include:

- Creating a First Nations page on Carers SA website which will be Carers SA starting point to provide an opportunity to know and understand Australia's full story and have learning resources to help inspire and equip our workplace and Carers to understand our shared history and respond in meaningful ways.
- The development of focused First Nations printed promotional material, including language and imagery that is appropriate to South Australia, that raises awareness of Carers SA and services available to the community.
- Exploring how we can better engage Aboriginal and Torres Strait Islander organisations to increase First Nations brokered service providers to better meet the needs of Aboriginal and/or Torres Strait Islander Carers.
- The establishment of Carers SA Aboriginal and Torres Strait Islander Carer Panel. The Panel will comprise of Aboriginal and/or Torres Strait Islander Carers only. This Panel forms part of Carers SA's Carer Engagement Strategy which aims to raise awareness, improve access and develop strategies to address existing service gaps for Carers.
- To work in partnership with Aboriginal and Torres Strait Islander organisations to celebrate National Reconciliation Week and NAIDOC Week.
- Raise awareness with staff and volunteers and participate in local events including, but not limited to, the National Apology Walk, Aboriginal Children's Day and Closing the Gap expos and activities.
- Provide training and learning opportunities to develop inclusive leaders who value uniqueness and have a deep understanding of diversity and inclusion, and who can build inclusive teams and safe working environments.
- Providing staff with an opportunity to participate in Aboriginal Cultural Respect learning workshops that provide participants with a greater understanding of Aboriginal and Torres Strait Islander cultures, peoples and histories.
- Establish the Reconciliation Working Group (RWG) to assist in the development of actions and implementation strategies connected with Carers SA's Reconciliation Action Plan.
- Committing to building and maintaining a culturally safe, inclusive workplace by creating identified employment positions and processes for Aboriginal and/or Torres Strait Islander peoples.

OUR RELATIONSHIPS

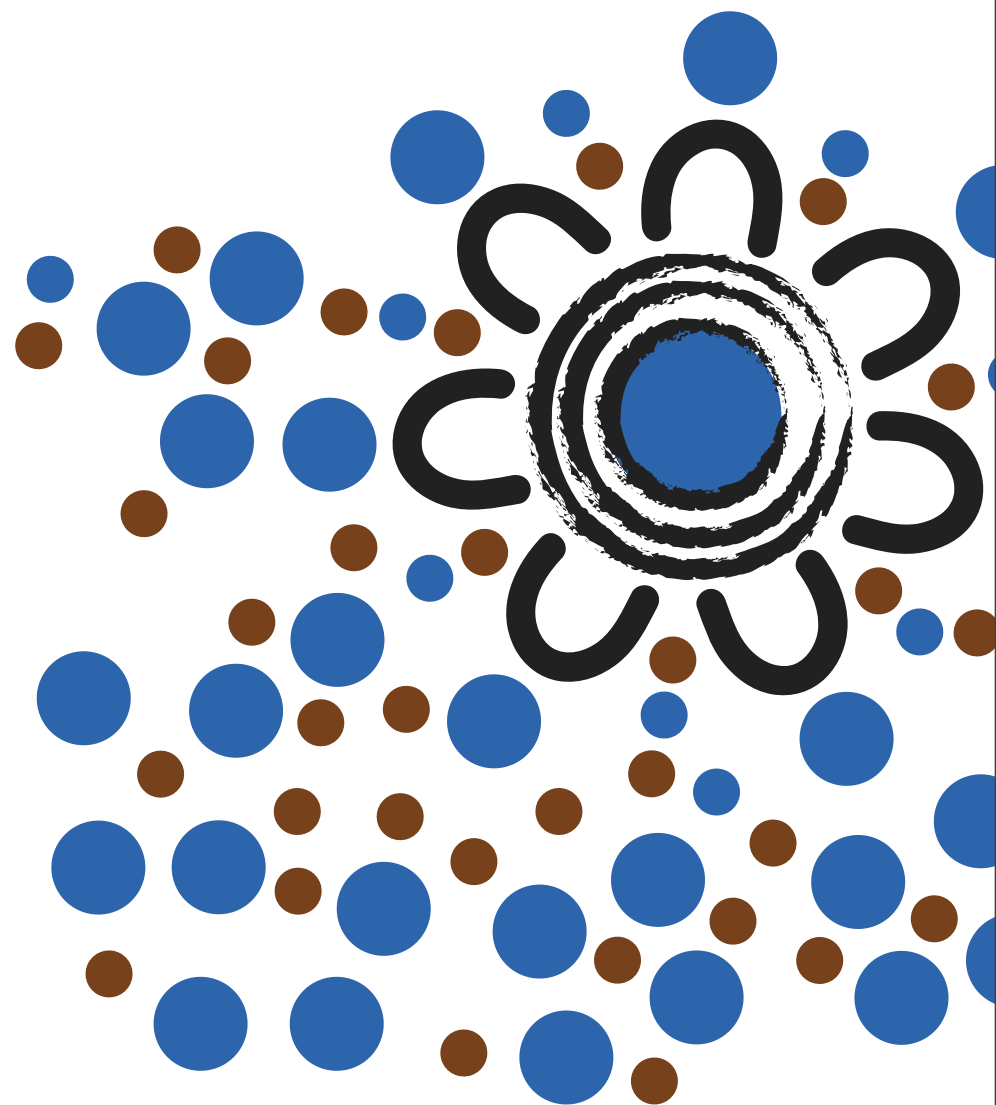
The organisations we partner with have a focus and expertise in the following areas:

- Aboriginal and Torres Strait Islander communities
- Culturally and linguistically diverse communities
- Disability
- Mental Health

One of the organisations Carers SA partners with is, Ngaanyatjarra Pitjantjatjara Yankunytjatjara Women's Council (NPYWC). NPYWC delivers health, social and cultural services for Aboriginal people living in the remote cross border region of Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara Lands in Central Australia.

NPYWC is an Aboriginal organisation, directed by Anangu women representing 26 desert communities. NPYWC delivers aged and disability care and provides support for Carers.

NPYWC works with families and Carers who support older people and people with disability; offering respite, advocacy and practical assistance.





Reconciliation Week 2023 Smoking Ceremony



RELATIONSHIPS

Action	Deliverables	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2023	Executive Manager, Strategic Engagement
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations that will help to guide our partnerships at Carers SA.	March 2024	Manager Quality Projects
2. Build relationships through celebrating National Reconciliation Week (NRW) and NAIDOC	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Manager Quality Projects
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2024	Reconciliation Champion, Manager Quality Projects supported by Community Engagement Team
	Encourage and support staff and senior leaders to participate where possible, in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2024	Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	June 2024	Chief Executive Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2023	Reconciliation Champion, Manager Quality Projects
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2023	Reconciliation Champion, Manager Quality Projects
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	June 2024	Executive Manager People and Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2024	Executive Manager People and Culture



RESPECT

Action	Deliverables	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2023	Reconciliation Champion, Manager Quality Projects
	Conduct a review of cultural learning needs within our organisation.	October 2023	Executive Manager People and Culture
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	November 2023	Reconciliation Champion, Manager Quality Projects
	Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2023	Reconciliation Champion, Manager Quality Projects supported by the Aboriginal Community Team
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	Reconciliation Champion, Manager Quality Projects
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Reconciliation Champion, Manager Quality Projects supported by Community Engagement Team
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2024	Executive Manager Service Delivery



OPPORTUNITIES

Action	Deliverables	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	November 2023	Executive Manager People and Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	October 2023	Executive Manager People and Culture
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	January 2024	Executive Manager Finance
	Investigate Supply Nation membership. Please see supplynation.org.au	January 2024	Manager Quality Projects

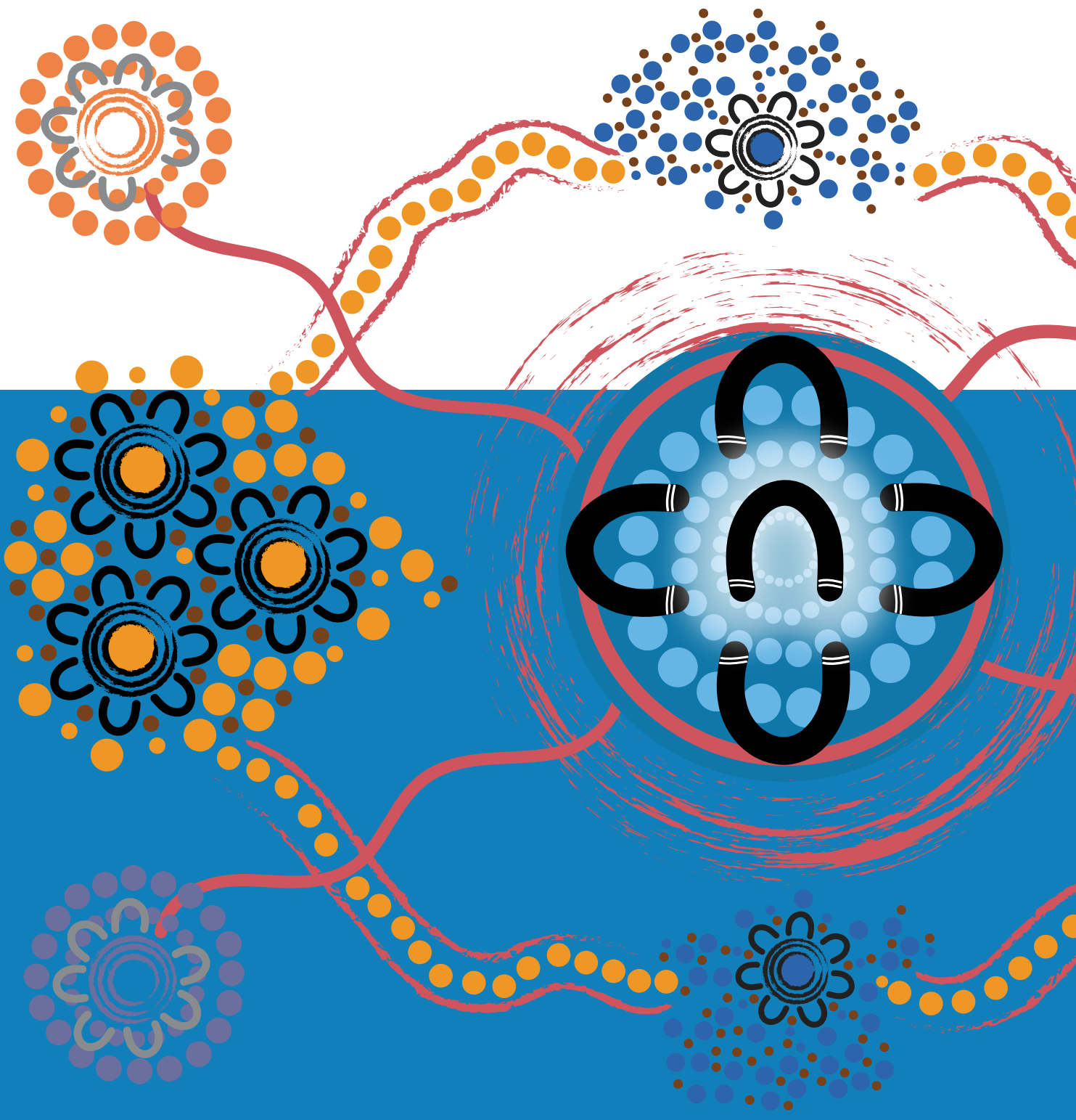


GOVERNANCE

Action	Deliverables	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	September 2023	Reconciliation Champion, Manager Quality Projects
	Draft a Terms of Reference for the RWG.	September 2023	Reconciliation Champion, Manager Quality Projects
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	June 2024	Executive Manager Service Delivery supported by Manager Quality Projects
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	September 2023	Reconciliation Champion, Manager Quality Projects
	Engage senior leaders in the delivery of RAP commitments.	September 2023	Reconciliation Champion, Manager Quality Projects
	Maintain a senior leader to champion our RAP internally.	September 2023	Chief Executive Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2023	Reconciliation Champion, Manager Quality Projects
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	Reconciliation Champion, Manager Quality Projects
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August annually	Reconciliation Champion, Manager Quality Projects
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	Reconciliation Champion, Manager Quality Projects
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	October 2024	Reconciliation Champion, Manager Quality Projects







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