



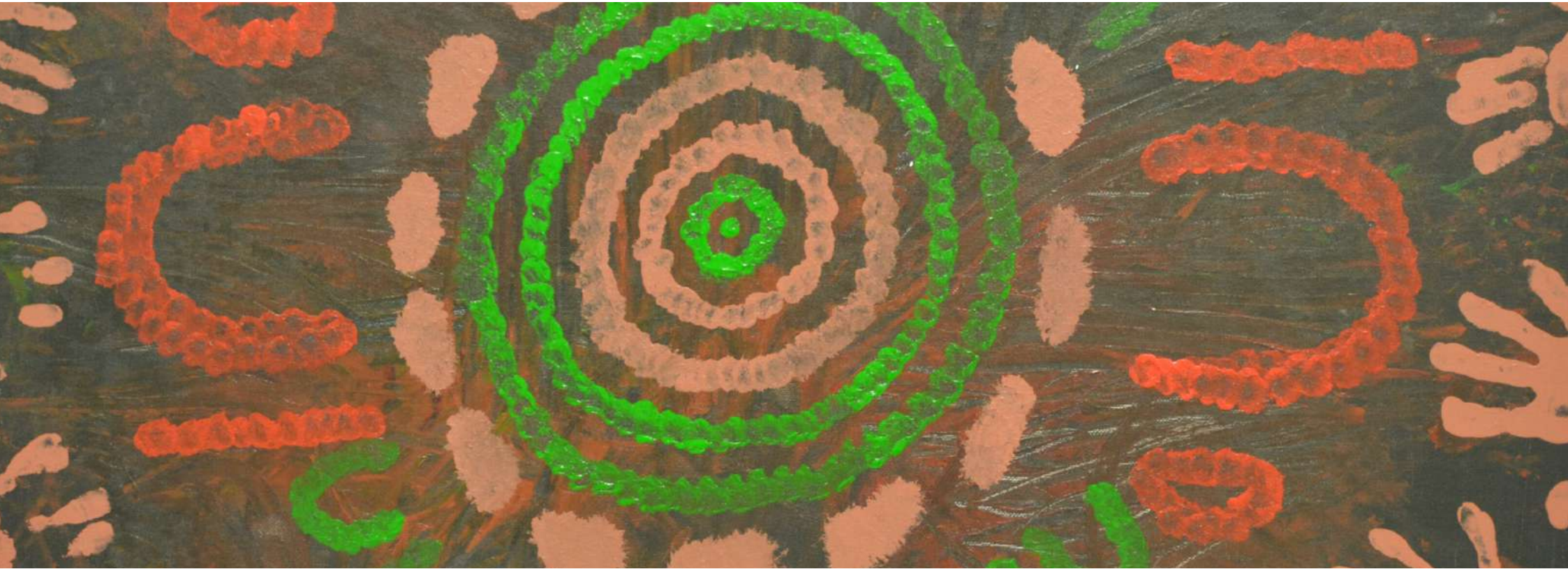
RECONCILIATION  
ACTION PLAN

REFLECT



COMMUNITY  
SERVICES #1

enable • enhance • enrich



Community Services #1

# REFLECT Reconciliation Action Plan

March 2020 - February 2021

# Acknowledgment of Country

Community Services #1 acknowledges the Traditional Custodians of the land on which we support the community and we pay our respects to their Elders, past, present and emerging.

We recognise that Aboriginal and Torres Strait Islander peoples have been nurturing and educating children on these lands for thousands of years. We acknowledge the important contribution that Aboriginal and Torres Strait Islander peoples make in creating a thriving community and pay our respect to the continuation of cultural, spiritual and educational practices of Australia's First Peoples.



# Our RAP artwork

The untitled artwork featured in this Reconciliation Action Plan was co-created on beautiful Ngunnawal Country by children attending the Community Services #1 Binara Early Childhood Centre and Duncan Smith, artist and founder of the Wiradjuri Echoes. The artwork speaks of the relationships built between children and educators on Country, encompassing all Australian lands and waterways.

The fire in the middle represents the Binara community and the big 'U' shapes represent the teachers and educators - women and men supporting the children who are represented by the little 'u' shapes. The hand prints represent the growth of the children as they attend Binara and the bigger hands are the educators caring for the children. The blue around the side represents that, if you give children the education and knowledge, they will grow as strong as a river.



# A message from our CEO



It is with great excitement that I present Community Services #1's (CS#1) Reflect Reconciliation Action Plan (RAP) and commit CS#1 to making a meaningful contribution towards Reconciliation.

We are committed to understanding and acknowledging the rich history and culture borne from the world's oldest living civilisation, and the uncomfortable truths in Australia's modern history. We accept that truthful retelling is the foundation for continuing acknowledgement and celebration of Aboriginal and Torres Strait Islander peoples and cultures.

Although internally-focused, through actioning Reflect RAP deliverables we anticipate improving relationships and building trust with Aboriginal and Torres Strait Island peoples across the community we serve. We want everyone in the community we serve to feel welcome and participate in CS#1 programs and services.

We want all CS#1 staff and clients to value, and encourage respect and understanding of, Aboriginal and Torres Strait Islander peoples.

We are excited to be formally engaging in Reconciliation and eagerly anticipate increased understanding of and respect for Aboriginal and Torres Strait Islander peoples' history, culture and enduring contribution to Australia across CS#1 through implementing our Reflect RAP.

A handwritten signature in black ink, appearing to read 'Amanda Tobler', with a long, sweeping horizontal line above it.

Amanda Tobler  
Chief Executive Officer  
Community Services #1

# Statement from the CEO of Reconciliation Australia



Reconciliation Australia is delighted to welcome Community Services #1 to the Reconciliation Action Plan (RAP) program and to formally endorse its inaugural Reflect RAP.

As a member of the RAP community, Community Services #1 joins over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity, institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Reflect RAP provides Community Services #1 a roadmap to begin its reconciliation journey.

Through implementing a Reflect RAP, Community Services #1 will lay the foundations for future RAPs and reconciliation initiatives.

We wish Community Services #1 well as it takes these first critical steps in its reconciliation journey. We encourage the organisation to embrace this journey with open hearts and minds, to grow from the challenges, and to build on the successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

**“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”**

On behalf of Reconciliation Australia, I commend Community Services #1 on its first RAP, and look forward to following its ongoing reconciliation journey.

A handwritten signature in blue ink, appearing to read 'Karen Mundine'.

Karen Mundine  
Chief Executive Officer  
Reconciliation Australia

# Our business

CS#1 provides emotional and practical support to over 2,000 children, women and men every year. Our programs and services across Canberra include early childhood services (child care), transport services, social support groups, a food pantry, housing support, singing and activity groups, aged care and health services.

Established in 1987, CS#1 works in accordance with its purpose: connecting people to enrich lives; and mission: providing services that enhance quality of life.

The principle objectives of Community Services #1, for which it was established, are to advance social or public welfare so that:

1. Individuals and families are relieved of poverty, distress or disadvantage
2. People are supported and protected across the whole of life
3. People are supported to build and achieve goals for their future
4. Individuals, communities and stakeholders are engaged to create connections and opportunities for people to undertake meaningful roles
5. Resilient communities are built.

Our strategic outcomes for our communities 2019-2024 are:

- Connecting and creating communities
- Informed and engaged communities
- Empowering individual choice

Our breadth of programs are supported by a dedicated team of approximately 200 staff and volunteers. CS#1 has not traditionally asked its workforce to volunteer information regarding whether they identify as Aboriginal or Torres Strait Islander peoples; when we posed the question in our anonymous 2018 staff satisfaction survey, no staff member identified as Aboriginal or Torres Strait Islander. Through our Reflect RAP actions, CS#1 hopes to increase the number of Aboriginal and Torres Strait Islander peoples across our teams, and also increase the numbers of staff wanting to volunteer their cultural identity information.

CS#1 has nine distinct work sites located in Canberra's South, Inner South and Inner North.

# Our RAP

As an inclusive organisation, CS#1 respects relationships with Aboriginal and Torres Strait Islander peoples, and all other peoples in our community. We believe that Reconciliation is an important step towards creating an inclusive and respectful community where people

- Feel they belong, are valued and respected in communities that support them to achieve their outcomes.
- Have access to information, education and supports that empower them to have a strong voice, make informed decisions on issues that impact them, and participation in leadership opportunities advocating for their communities.
- Have access to services and support that empower them to live the life they want.

Through the Reflect RAP, CS#1 will actively contribute to building respect and understanding of Aboriginal and Torres Strait Islander cultures, and facilitate equal opportunities for participation in our community, within our sphere of influence. We will do this through community engagement and partnerships; building new, and strengthening existing, relationships with Aboriginal and Torres Strait Islander peoples, and collaborating with organisations that can assist in achieving our reconciliation goals. We will do this through service design and delivery, human resources practices and workforce development.

CS#1's Chief Executive Officer is our RAP Champion, supported by the Executive Team and Leadership Group.

CS#1's reconciliation journey to date has been informal, well-intentioned, unstructured and predominantly unmeasured. We are very excited by the prospect of formalising and standardising some of the positive reconciliation actions we already take, and dedicating time and resources to improve reconciliation relationships, actions and opportunities across the organisation.

Some examples of where we have started contributing to the five dimensions of reconciliation are: partnering with ACT Corrective Services to showcase art created by Aboriginal and Torres Strait Islander inmates of the Alexander Maconochie Centre (Race Relations); signing up to the National Communications Charter (Equality and Equity); and having our leadership team participate in Cultural Awareness Training (Historical Acceptance).

We are very excited to be formally embarking on our reconciliation journey and to start contributing in a more considered and structured way to all five dimensions of reconciliation through our Reflect RAP.

# Our partnerships and current activities

## Community partnerships:

- For the past six years CS#1 has partnered with ACT Corrective Services to showcase art created by Aboriginal and Torres Strait Islander inmates of the Alexander Maconochie Centre in our gallery. The exhibition is a celebration of NAIDOC and runs the month of July. The exhibition is promoted and open to the public; all artwork is for sale and proceeds returned to the artist.
- We have recently signed up to the National Communications Charter – a unified approach to mental health and suicide prevention – which includes focus areas for Aboriginal and Torres Strait Islander peoples in relation to social and emotional wellbeing.
- We collaborate with other community services organisations to host an annual NAIDOC event for the ACT community.
- Welcome to Country is a key part of CS#1's significant external events, most recently the launch of the CS#1 Strategic Plan 2019-2024.
- An Aboriginal Elder visits our Birralee and Acacia early learning services once a month to talk with the children about Aboriginal and Torres Strait Islander cultures and histories through music, dance and storytelling.

## Internal activities:

- An Acknowledgement of Country is conducted at the beginning of significant CS#1 internal meetings and external networking meetings that we host.
- Head Office holds internal events, bringing staff together to recognise National Reconciliation Week and celebrate NAIDOC Week.
- The CS#1 Leadership Team recently participated in Cultural Awareness training.
- Our five early childhood education services have embedded Aboriginal and Torres Strait Islander perspectives into their everyday curriculum in accordance with the National Quality Framework for early education and care; all services are currently rated as 'Meeting' *Quality Area 1 – educational program and practice*.
- Educators have received training on the provision of Aboriginal and Torres Strait Islander appropriate pedagogy.
- Many staff across CS#1 have studied promoting Aboriginal and Torres Strait Islander cultural safety as part of their community services qualification.



# Actions and targets



## Relationships

ACTION	DELIVERABLE	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.	Apr 2020	Chief Executive Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2020	Chief Executive Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	26 May 2020	Chief Executive Officer
	RAP Working Group members to participate in an external NRW event.	27 May - 3 Jun 2020	RAP Working Group Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.		Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff – Reflect RAP launch, CEO staff emails and team meetings.	Mar 2020, progress reports Jun, Sep, Dec 2020	Chief Executive Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Apr 2020	Chief Executive Officer
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Apr 2020	Chief Executive Officer

# Actions and targets



## Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Jun 2020	Manager of People and Culture
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Jul 2020	Manager of People and Culture

# Actions and targets



ACTION	DELIVERABLE	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.	Apr 2020	RAP Working Group Chair
	Conduct a review of cultural learning needs within our organisation.	Nov 2020	Manager of 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.	Apr 2020	Chief Executive Officer
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Mar 2020, progress reports Jun, Sep, Dec 2020	Chief Executive Officer
	Fly Aboriginal and Torres Strait Islander Flags at CS#1 work sites and increase staff's understanding of the purpose and significance behind each flag's design and their presentation order.	Mar 2020	Chief Executive Officer
	Incorporate the Acknowledgement of Country for specific staff and networking meetings; provide training for staff to provide comfort and familiarity with the Acknowledgement.	May 2020	Chief Executive Officer
	Include the Acknowledgement of Country in the CS#1 signature block template.	Mar 2020	Chief Executive Officer
	Include the Acknowledgement of Country in CS#1 recruitment promotional materials.	Mar 2020	Manager of People and Culture

# Actions and targets



## Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information among our staff about the meaning of NAIDOC Week.	22 Jun to first week Jul 2020	RAP Working Group Chair
	Introduce our staff to NAIDOC Week by promoting external events in our local area.		
	RAP Working Group to participate in an external NAIDOC Week event.	First week Jul 2020	
	Host public art exhibition featuring works by Aboriginal and Torres Strait Islander artists who are detainees of the Alexander Maconochie Centre.	Jul 2020	Manager of Communication and Marketing

# Actions and targets

## Opportunities

ACTION	DELIVERABLE	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.	Nov 2020	Manager of People and Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Nov 2020	Manager of 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.	Nov 2020	Chief Operating Officer
	Investigate Supply Nation membership.	Nov 2020	Chief Operating Officer

# Actions and targets



## Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</p>	Form a RWG to govern RAP implementation.	Mar 2020	Chief Executive Officer
	Draft a Terms of Reference for the RWG.	Apr 2020	RAP Working Group Chair
	Develop and distribute an expression of interest to join CS#1's RAP Working Group to key Aboriginal and Torres Strait Islander peoples within our sphere of influence, including CS#1 staff.	May 2020	RAP Working Group Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Jul 2020	Chief Executive Officer
<p>11. Provide appropriate support for effective implementation of RAP commitments.</p>	Define resource needs for RAP implementation.	Define Apr 2020, refine Jun/Aug 2020	RAP Working Group Chair
	Engage senior leaders in the delivery of RAP commitments.	Apr 2020, progress reports in May/Oct 2020, Jan 2021	RAP Working Group Chair
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Define Apr 2020, refine Jun/Aug 2020	RAP Working Group Chair

# Actions and targets



## Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sep 2020	RAP Working Group Chair
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Nov 2020	RAP Working Group Chair



# Community Services #1

(02) 6126 4700

[admin@communityservices1.org](mailto:admin@communityservices1.org)