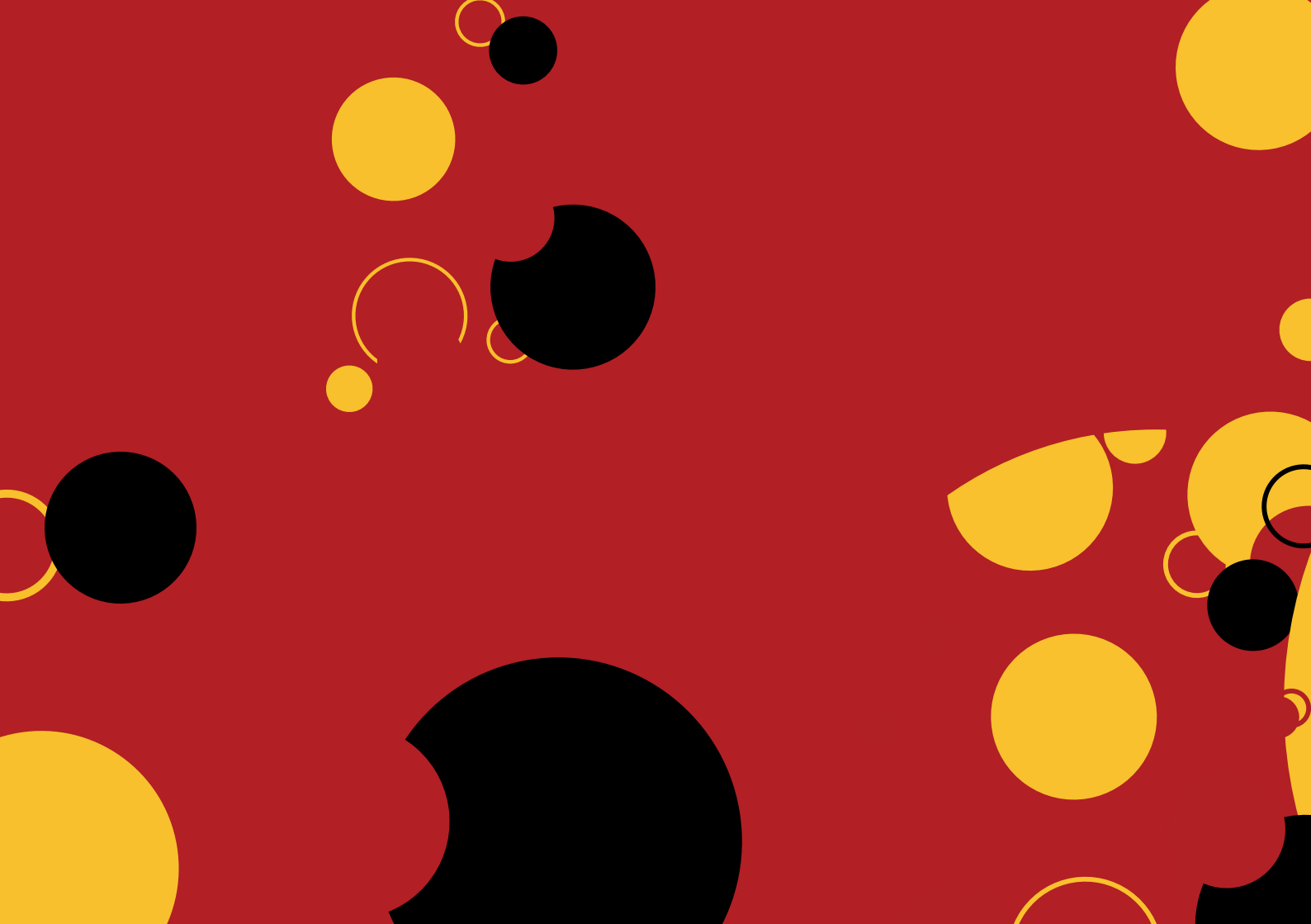


WODEN COMMUNITY SERVICE INC.

Reconciliation Action Plan 2012 – 2015



**woden
community
service inc.**





Our Vision for Reconciliation

Our vision for reconciliation is to assist to build a diverse and cohesive community that welcomes all its members and recognises the value that each member provides to our community.

We acknowledge the original ownership and custodianship of Aboriginal peoples and Torres Strait Islander peoples, their continuing cultures and the valuable contribution Aboriginal peoples and Torres Strait Islander peoples make to our contemporary society.

We acknowledge the hurt, dislocation and disadvantage experienced by Aboriginal peoples and Torres Strait Islander peoples as a result of colonisation. Woden Community Service will seek to help redress some of that disadvantage through our programs. We also acknowledge the advantages and benefits that can result from reconciliation, and how this can enhance our programs.

Our Business

Woden Community Service Inc. (WCS) is one of six regional community services within Canberra. WCS is a not-for-profit organisation that has been providing a broad range of services to people who live or work in Woden Valley since 1969. Programs are funded by both the ACT and Australian Governments. WCS provides a range of services to people living in the ACT, particularly on the southside of Canberra. These include:

Disability support

Child, youth and family support

Older persons programs

Volunteers

Housing assistance

Community engagement

Community transport

Financial support


Children's services

Social enterprise

Mental health

Support for migrants and refugees





WCS plays an active role in developing, supporting and maintaining the social and cultural diversity of the Woden community, and works to build a vibrant community that recognises and utilises its resources.

Our vision is to support, develop and celebrate our community's strength.

WCS currently employs over 200 staff with over 60 volunteers.

As at 30 June 2012, WCS had two Aboriginal staff.



Our RAP

Our RAP was developed by staff throughout the organisation interested in progressing reconciliation in a practical way through the work that we do in the local community. This RAP builds on the experience of WCS's first RAP and continues to ensure that we provide programs that are relevant to Aboriginal people and Torres Strait Islander people, and that we offer opportunities for Aboriginal people and Torres Strait Islander people to work at WCS and to share in the life of the community.

Our RAP Working Group includes staff from across the organisation, and the development of the RAP was discussed at monthly staff meetings. The RAP is also regularly discussed at leadership meetings and a report is made to the Board on progress against action in the RAP on a monthly basis.

Several events were held to involve all staff including an event for Close the Gap Day, where individual staff and the organisation as a whole signed a pledge to Close the Gap, and an event celebrating National Reconciliation Week. A significant number of staff attended each of these events.



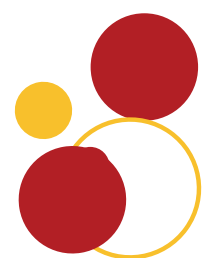


WCS has hosted reconciliation activities with other community sector organisations, ACT Council of Social Service, the YWCA of Canberra and Communities@Work, who have also developed Reconciliation Action Plans, notably National Reconciliation Week, NAIDOC Week and Close the Gap.

In completing the first year of the RAP, WCS was required to report to Reconciliation Australia on our achievements in the initial RAP which was an ambitious plan with aspirational goals that were mostly achieved. It was a year of learning for the organisation as we enthusiastically pursued these goals!

A number of individuals have assisted and supported WCS in refreshing our Reconciliation Action Plan, particularly in setting meaningful and measurable actions and targets. We would like to acknowledge the work of George Wilson and Michelle Abel. WCS staff and Board members have also been engaged in consultation about the refreshed RAP and asked to contribute to its drafting.

The staff and Board of Woden Community Service are committed to the implementation of this RAP.





Relationships

Building a vibrant and resilient community in which everyone is welcome and their talents and contributions are recognised and celebrated.

Focus area: Establish and maintain a dialogue and mutually beneficial relationship with Aboriginal and Torres Strait Islander organisations in the ACT.

Action	Responsibility	Timeline	Measurable Target
1.1 Get to know our local Aboriginal and Torres Strait Islander community with a view to building mutually beneficial relationships	Director	November 2012	Extend invitations to local Aboriginal and Torres Strait Islander organisations to attend and participate in Woden Valley Festival.
	Team Leaders	November 2013	
	Everyone	November 2014	
		December 2012	Meet with the ACT Indigenous Elected Body.
1.2 Create a database of Aboriginal and Torres Strait Islander professional contacts		June 2015	Two mutually beneficial relationships established and maintained.
	IT Manager	December 2012	Shared drive file developed and promoted.
	Director		
	Team Leaders Program Managers	December 2012	
1.3 Accept invitations from Aboriginal and Torres Strait Islander organisations to actively participate in their events, projects and celebrations	Director	June 2015	WCS staff engage in events, projects, celebrations. WCS staff will actively encourage those who use our services to attend, where appropriate. Monthly Board report to reflect numbers of staff attending events.
	Team Leaders		
	Program Managers		
	Everyone		
1.4 Make and maintain contact with local organisations actively involved in reconciliation	Director	June 2015	Contact is maintained and relationships developed through supporting the work of ANTAr ACT and National Sorry Day Committee.
	Team Leaders RAP Working Group		
		June 2015	Contact is maintained with other RAPPING organisations, e.g. YWCA, Communities@Work, ACTCOSS, Belconnen Community Service through sharing a cultural development opportunity annually.
		June 2015	Celebrate National Reconciliation Week every year, in conjunction with other organisations.

Focus area: WCS is accessible to and acknowledges the needs of Aboriginal people and Torres Strait Islander people.

Action	Responsibility	Timeline	Measurable Target
2.1 Make Woden Community Service accessible to Aboriginal people and Torres Strait Islander people	Director Team Leaders Program Managers RAP Working Group Everyone	October 2012	As part of the WCS data collection process, benchmark the number of Aboriginal people and Torres Strait Islander people who currently access our services.
		October 2013	Examine the option of establishing a playgroup for Aboriginal families and Torres Strait Islander families, working with other organisations who run such playgroups.
		June 2013	As part of WCS quality processes, use appropriate methods to seek feedback from Aboriginal people and Torres Strait Islander people currently using WCS services, and examine this feedback to assess the accessibility and quality of services.
2.2. Embed the needs of Aboriginal people and Torres Strait Islander people into our organisation	WCS Board Director Team Leaders Program Managers	June 2013	Our strategic plan and budget reflects our commitment to reconciliation and closing the gap and includes a RAP training budget.
2.3. The RAP Working Group continues to meet on a monthly basis to lead our RAP journey	Director RAP Working Group	April 2013	RAP Governance framework developed and reviewed annually.
		June 2013	RAP Working Group meets face to face 12 times during the year to progress the RAP.

Respect

Understanding and awareness of the experiences, beliefs and practices of people within our community enables the development of stronger relationships, appropriate services and active engagement in practical reconciliation.

Focus area: Building our practice of reconciliation through understanding, celebrating and respecting Aboriginal peoples and Torres Strait Islander peoples and their cultures.



Action	Responsibility	Timeline	Measurable Target
1. Acknowledge Aboriginal peoples and Torres Strait Islander peoples as the traditional custodians of the land	Board Chair Director Program Managers	November 2013	Statement is developed in consultation with local Traditional Owners.
		February 2014	A framed Acknowledgement of Country statement is placed at the entrance of the WCS office and local Aboriginal people and Torres Strait Islander people are invited to an unveiling ceremony.
		June 2015	An Acknowledgement of Country statement is included in all publications, on our website and in email signatures.
		June 2015	Continued public acknowledgement of Traditional Ownership in initiatives and publications.
	Woden Valley Festival organisers	November 2012 November 2013 November 2014	A Welcome to Country is provided by a local Elder at every Woden Valley Festival.
2. Celebrate Aboriginal and Torres Strait Islander cultures through the creative arts, maps and flags	Director Office Manager Team Leaders	June 2013	Maps, flags, artworks and posters are displayed in all interview rooms, Annex, After School Care, Childcare, HACC Transport. All include a full acknowledgement and relevant information about the artists, meaning and story.
		June 2014	A resource collection of music, DVDs and books is further developed and utilised and promoted to staff.
3. Support and promote local Aboriginal and Torres Strait Islander cultural events	Director Chair Team Leaders All staff	June 2015	Promote events and support staff to attend appropriate activities, including during National Reconciliation Week and NAIDOC Week.
		June 2015	Register of events is compiled and maintained (coordinated by RAP working group).
4. Provide cultural awareness training for staff and Board members	Director Chair Team Leaders All staff	June 2015	Kerry Reed-Gilbert to run Cultural Awareness course for WCS twice a year.
		June 2015	Provide WCS awareness raising activities for staff to attend three times a year.
5. Undertake ACTCOSS's Cultural Awareness Self-Assessment Toolkit to determine the level of WCS's cultural competence	RAP Working Group Volunteers from staff	June 2013	Nominated working group members to complete toolkit.
		March 2015	Areas for action are identified for inclusion in our 2015-18 RAP refresh



Opportunities

Our vision of supporting, developing and celebrating community strength is underpinned by our ability to develop the skills and experiences of the people involved in our organisation as staff, volunteers and community members.



Focus area: Actively build the capacity of Aboriginal people and Torres Strait Islander people through recruitment, training, governance and business opportunities.

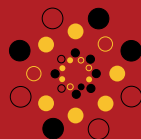
Action	Responsibility	Timeline	Measurable Target
1. Support Aboriginal people and Torres Strait Islander people employed in our organisation	Director HR Manager Team Leaders Program Managers	June 2015	All Aboriginal and Torres Strait Islander staff attend a training opportunity of their choice a minimum of once a year.
		June 2015	Provide all Aboriginal and Torres Strait Islander staff with opportunities to engage with their culture and communities through NAIDOC week events.
2. Provide traineeships and work experience for Aboriginal people and Torres Strait Islander people	Director Team Leaders	June 2013	Strategy developed for work experience and traineeship. Two traineeships/work experience placements in 2013.
3. Look for opportunities to bring Aboriginal and Torres Strait Islander perspectives to program areas within WCS	Director and Team Leaders	June 2015	At least three per year.
4. Explore the concept and practice of Cultural Supervision within WCS	Community Engagement Worker and RAP Working Group	June 2013	Proposal developed.

Tracking progress and reporting

Action	Responsibility	Timeline	Measurable Target
1. Feedback on and input into our RAP is received from external Aboriginal and Torres Strait Islander stakeholders	Director RAP Working Group	March 2015	RAP Reference Group, comprising external Aboriginal and Torres Strait Islander representatives, reviews progress of the RAP in 2015.
		May 2015	Feedback is incorporated into our next RAP refresh.
		March 2013 March 2014 March 2015	Our annual RAP report is presented to our RAP reference group members.
2. Whole of organisation ownership of our RAP	Director RAP Working Group	June 2015	RAP discussed monthly at all: <ul style="list-style-type: none"> • management meetings • staff meetings • Board meetings
3. Progress, achievements and learnings in implementing the RAP are shared on a regular basis	RAP Working Group	June 2015	Report on RAP progress is provided monthly to the Board who responds with feedback.
		September 2012 September 2013 September 2014	Report on RAP progress included in our Annual Report.
		June 2015	Reports on RAP progress are publicly celebrated through our website.
4. RAP reported on annually and refreshed	RAP Working Group	June 2015	RAP Report available on WCS and Reconciliation Australia websites.
		September 2012	Refreshed RAP available on WCS and Reconciliation Australia websites.



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