

accoras

Innovate Reconciliation Action Plan

JULY 2019 - DECEMBER 2021



Acknowledgement of Traditional Owners

Accoras respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of our country, the land on which we work and live. We recognise their continuing connection to the land and waters, and their strong and enduring cultures. We pay our respect to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples across the nation.



About the Cover Art

The art on the front and rear cover of this Reconciliation Action Plan, titled *Through Unity We Empower*, was created by Allan Ninnette from Indigenous Designs and commissioned by Accoras. The original hangs at Accoras' head office.

Allan is a Brisbane-based Aboriginal artist who has a passion for creating artwork that represents his heritage. He is a descendent of the Bibbulmun Tribe in Western Australia and feels it is important to keep his heritage alive through the creation of traditional dot-style paintings. Allan uses his paintings to express his emotions and finds inspiration from his surroundings.

Allan created *Through Unity We Empower* to represent the way Accoras works collaboratively within our community to understand people's needs and to connect them to support and services.

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Aboriginal dance performance at the **Accoras 25th birthday celebration**

Letter from the Accoras Board Chair and CEO



We are proud to introduce the Accoras Innovate Reconciliation Action Plan 2019–2021.

Aboriginal and Torres Strait Islander peoples have the oldest continuing culture on the planet. All Australians are privileged to have the opportunity to know the wisdom held within their stories, music, art and dance. Reconciliation is a process that will strengthen the entire Australian community and is something all Australians should work towards.

Accoras is deeply committed to reconciliation in Australia. The Accoras vision of reconciliation is one where Aboriginal and Torres Strait Islander people have equal opportunities, living standards, and health, social and economic outcomes as their non-Indigenous peers; where Indigenous Australian cultures are fully valued; and where trust has been rebuilt between Aboriginal and Torres Strait Islander communities and government and mainstream services.

This Accoras Innovate Reconciliation Action Plan (RAP) is a key step in accepting our responsibility to be an active contributor to reconciliation in Australia.

Through this action plan, Accoras hopes to:

- show respect for Aboriginal and Torres Strait Islander peoples, cultures and history;
- build stronger relationships with our local Aboriginal and Torres Strait Islander communities;
- create opportunities for Aboriginal and Torres Strait Islander professionals and businesses;
- learn from Aboriginal and Torres Strait Islander communities about how we can better meet local needs and improve our cultural safety and effectiveness;
- actively contribute to the Australian Government's Closing the Gap efforts to improve the lives of Aboriginal and Torres Strait Islander Australians.

We are confident that the Accoras Innovate Reconciliation Action Plan 2019–2021 can make a real and lasting difference to not only the way Accoras operates, but also to the communities we work in. We wish to thank everyone who has contributed to this plan, and recognise the leadership and commitment to reconciliation they have shown.

Rebecca Culverhouse
Accoras CEO

Dr Ilona Szabo
Accoras Board Chair

About **Accoras**

Accoras is a not-for-profit organisation that has delivered services and support to children, young people and families across South-East Queensland for over 25 years.

Our aim is 'good mental health for all', and our work to strengthen the mental health, wellbeing and futures of people and communities is driven by our core values.

We build genuine connections and relationships through teamwork, collaboration and consultation.

Our values



We are courteous and have **respect** for each individual, particularly considering their beliefs, values, experiences and culture.

We act with honesty and **integrity**, holding ourselves to the highest ethical and professional standards.

We understand our clients and communities and are flexible, innovative and **responsive** to their needs.

We show empathy and warmth, are open and act with **kindness**.

We build genuine connections and **relationships** through teamwork, collaboration and consultation.

Our staff and clients



ACCORAS STAFF

Accoras employs approximately 75 people, both full-time and part-time. Accoras has one staff member who identifies as Aboriginal.

ACCORAS CLIENTS

Accoras works with a large number of Aboriginal and Torres Strait Islander individuals and families. The number of Indigenous clients in each program is shown below along with the percentage of total clients that represents.

- Secondary to Intensive Family Support — 2 families (6%)
- headspace Inala — 60 clients (11.5%)
- Family Mental Health Support Service, Gold Coast — 20 clients (8%)
- Family Mental Health Support Service, Brisbane South — 9 clients (5%)
- Accoras Psychology Services, Yeerongpilly — 16 clients (7%)
- Accoras Psychology Services, Kedron — 8 clients (4%)
- ParentsNext — 87 clients (14.5%)

Our Programs

Accoras Psychology Services



Accoras Psychology Services provides evidence-based mental health and wellbeing treatment to children, young people and adults from two large practices in Brisbane - Kedron on the northside and Yeerongpilly on the southside. We engage our clients in collaborative goal-setting and link with their family, GP and service providers, working holistically and in a culturally safe way to assess and address needs in all areas of their life.

Individual Placement and Support program




Our Individual Placement and Support program helps young people with mental health concerns to find jobs they are interested in and passionate about and succeed in those positions. We provide support to identify and apply for potential roles, and help clients feel confident during the recruitment process and confident and well-supported in the workplace.

United Health Education and Learning Program (UHELP)



Our United Health Education and Learning Program (UHELP) aims to actively engage Aboriginal and Torres Strait Islander young people in physical, social and emotional wellbeing activities. UHELP uses a three-tiered holistic group program and is a culturally valid and appropriate system of care. Developed and delivered in partnership with the Inala Elders, the local Suicide Prevention and Mental Health Program (SPAMHP) and the Australian Institute for Suicide Research and Prevention, UHELP taps into cultural learning styles and strengths.


Settlement Engagement and Transition Support



Our Settlement Engagement and Transition Support program aims to equip humanitarian entrants and other vulnerable migrants in their first five years in Australia with the knowledge and skills to identify, understand and take action to address their identified settlement needs.

By providing a holistic assessment to eligible clients, Accoras staff will work with individuals, families and the wider community to deliver information, case management support and referrals to specialised services to support their social participation, economic well-being, independence, personal well-being and community connectedness.

Family Mental Health Support Service




Accoras' Family Mental Health Support Services provide early-intervention mental health and wellbeing support to children, young people and parents across the Brisbane South and Gold Coast regions. Our work focuses on counselling, mediation, skill-building activities, group workshops and peer support. We provide families with information, support, advice and referrals around parenting, child development, family relationships, safety, mental and physical health, education, housing, and cultural, financial or relationship services. We also work directly with children and young people to help them build their confidence, resilience, coping skills, ability to regulate their emotions, and friendship and communication skills and ensure they have adequate support in their home, school and care environment.

headspace Inala



Our multi-disciplinary **headspace** Inala team provides mental health, physical health and social support to young people aged 12 to 25 years. This support includes physical, mental and allied health treatment, alcohol and other drug use assistance, anger management and emotional regulation workshops, vocational assistance and links to the local community. Our **headspace** team works closely with local Aboriginal and Torres Strait Islander Elders to ensure the support we provide is culturally safe and high quality.

Accoras ParentsNext



Accoras ParentsNext is delivered in four employment regions across South-East Queensland: Gold Coast, Wivenhoe, Somerset and Brisbane South-East. Our ParentsNext service focuses on early intervention to help parents of young children address challenges and set and work towards goals now, so they are better placed to enter the workforce by the time their child starts school. We help parents to access education and training opportunities, cultural support, parenting support, physical and mental health treatment, social interactions with other parents and general support, advice and referrals.

Secondary to Intensive Family Support

Funded by the Department of Child Safety, Youth and Women (DCSYW), our Secondary to Intensive Family Support program provides support to families with children under the age of 18 living at home, from culturally and linguistically diverse backgrounds, who have multiple and complex needs that place the children at risk of harm. Alongside our Domestic and Family Violence Practitioner, our Family Support Practitioners coordinate and deliver holistic, culturally sensitive, outcome focused, intensive support services to improve wellbeing and relationships within families, and build their capacity to care safely for and protect their children. Our practice is based on the DCSYW Strengthening Families framework and is a systemic, collaborative model of intervention that uses best-practice strategies through relationship building in assessment stages, planning, goal-setting and closure.

Accoras in the
community:
Eagleby State
School
Indigenous
Playgroup



Accoras ParentsNext worked collaboratively with a group of Indigenous parents to establish a playgroup at Eagleby State School. Parents guided the development of registration forms, flyers and marketing activities, and activities for children and parents. We partnered with The Benevolent Society and Eagleby State School to share resources and use their space. The playgroup runs each Thursday during school hours, so parents can drop older children at school prior to attending. The group has been well-attended and parents report appreciating its flexible nature. To ensure the sustainability of the group, we have been in discussions with the local Beenleigh Indigenous Housing and Development service about supporting them to lead the playgroup moving forward. Our team will continue to support the group by providing resources and referrals. This approach reflects our commitment to supporting our Indigenous community to build their capacity through self-determination and recognising the important role that Indigenous services have in delivering appropriate services to their community.

Thoughts from our community

The Inala Elders and Accoras have worked together for years. They have helped us out and we have helped them out, and **headspace** Inala has done a lot for our kids.

Aunty Pat Hill

Inala Elders Aboriginal and Torres Strait Islander Corporation



This RAP is a commitment to all Australian Aboriginal and Torres Strait Islanders to share, care and respect.

Uncle Noel Summers

Logan Elders



Accoras Beenleigh office is located on Yugambah land and Accoras acknowledges the traditional owners and pays respect to the Elders both past, present and future.

Aunty Robyn Williams

Logan Elders



Our Commitment


by **Aunty Nicole Williams**



*We want good mental health for ALL
That's our plan and we're standing tall.
We know we're on Aboriginal Land
And it's time for us to make that stand.
Been learning about this country's history
Determined not to keep it a mystery.
Gently, slowly and with the utmost of care
We want to help with the burdens you bear.
We're here to help that's for sure
Respect and kindness are at our core.
Helping anyone who is in need —
connecting services with lightning speed.
Everyone's different we know that's true
just want to help you find your way through.
Building connections is our honest hope
We've got many ways to help you cope.
Promoting social and emotional wellbeing
Individual good health is what we want to be seeing.
Working with community is what we aim to do
Being flexible, innovative and responsive too.
We hope you know — we're here for YOU
To help you out if you're feeling blue.*

Accoras Approach to the **Innovate Reconciliation Action Plan**

The Accoras Innovate Reconciliation Action Plan 2019-2021 has been developed following extensive consultation with Accoras employees, contractors, executive leaders and key Aboriginal and Torres Strait Islander stakeholders.




Creating and implementing the RAP has been a business priority for Accoras, demonstrated by both the Accoras CEO and a Board member being RAP Working Group members.

Accoras has multiple longstanding and productive relationships with Aboriginal and Torres Strait Islander communities, Elders groups, individuals and businesses. Accoras has previously developed and delivered Indigenous-specific programs in partnership with the community, and is committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander individuals, families and communities. This RAP was developed to build on these strengths and improve our ability to contribute to reconciliation and Closing the Gap.

There are currently 10 working group members. Eight members are from a variety of roles across Accoras and two are community members. Both the community members are Aboriginal.

The working group met regularly throughout the creation of this RAP. Members took discussions back to their individual business units and communities, seeking feedback from all Accoras employees and key community contacts. The draft RAP was shared with key Aboriginal and Torres Strait Islander stakeholders to seek their input and help improve the deliverables. Throughout the process, Accoras leadership actively sought opportunities to improve organisational commitment to Reconciliation Australia's objectives.



Our Innovate RAP Working Group members are:

Brian Donaldson
Director, Accoras

Rebecca Culverhouse
Chief Executive Officer, Accoras

Alana Morgan
Case Coordinator, Accoras ParentsNext, Ipswich Region

Corey Dwyer
Vocational Specialist, Individual Placement Support, Inala

Tim Guest
Centre Manager, headspace Inala

Teresa Van Wyk
Intake and Program Support Coordinator, Accoras ParentsNext, Logan Region

Suzie Lewis
Clinical Governance Manager / Chair RAP Working Group, Accoras

Rhea Mohenoa
Team Leader, Family Mental Health Support Service, South Brisbane

Terri Hill
Community member, Inala Elders and Youth Advisory Group Member

Jessica Hughes
Community member, Accoras ParentsNext, Logan Region

Accoras would like to acknowledge past RAP working group members Carly Badke, Tanya Lefebvre, Leilani Darwin, Tara Kaue and Amy Belz for the contributions they made to the development of the plan.

Our Partners



Inala Elders Aboriginal and Torres Strait Islander Corporation



The Inala Elders provide support, mentoring and cultural knowledge to the Aboriginal and Torres Strait Islander community of Inala and surrounding suburbs. They have a particular focus on helping elderly local people stay in their own homes, promoting social and emotional wellbeing, suicide prevention and mentoring the next generation.

Accoras and the Inala Elders have a documented partnership, the centrepiece of which involves the provision of cultural governance over certain Accoras activities.



Inala Suicide Prevention and Mental Health Program (SPAMHP)



The Inala SPAMHP is a community-owned program that consists of local health professionals, social welfare workers, Inala Elders, youth leaders and community members. The group aims to reduce Aboriginal and Torres Strait Islander deaths by suicide in the Inala area. The SPAMHP has provided culturally safe and effective ways to seek help for suicidal persons, including through third-party referrals. The SPAMHP has also provided training for a large number of community members in Mental Health First Aid and Aboriginal and Torres Strait Islander Mental Health First Aid.

Accoras is a long-time member and financial supporter of the SPAMHP.



Logan Elders



The Logan Elders are focused on developing and supporting the youth and enhancing the community's cultural awareness and strength of identity through engagement and proactive mentoring. The Elders work tirelessly within the local area to ensure families are well supported in their cultural identity while promoting education to the wider community.

Accoras ParentsNext has fostered long-term, meaningful relationships with the Logan Elders to Close the Gap within the community and provide support and beneficial services.

Introduction to the Accoras Innovate Reconciliation Action Plan

Accoras is passionate about contributing to an Australia where Aboriginal and Torres Strait Islander people feel respected, valued and supported by non-Indigenous Australians.

We take our role in working towards Closing the Gap seriously, and believe it is part of our mission to strengthen Aboriginal and Torres Strait Islander communities, families and individuals.

While this is our first Reconciliation Action Plan, Accoras has been active in supporting community owned and led supports, delivered by Aboriginal and Torres Strait Islander professionals, throughout our history. For this reason, we have developed an Innovate Reconciliation Action Plan. This plan recognises the work we have already done, and challenges us to do better for the Aboriginal and Torres Strait Islander communities we work with.

The RAP is delivered in three sections - relationships, respect and opportunities. The tables below capture the actions associated with each deliverable, who is responsible and the timeline for achievement.

Principles



The Accoras Innovate RAP has been developed based on the following guiding principles:

Equity.

Aboriginal and Torres Strait Islander people will experience equity of access and service when working with Accoras. When procuring goods or services, Indigenous businesses will receive equity of access to all opportunities.

Respect.

Accoras recognises and honours the individual experiences, skills and knowledge of Aboriginal and Torres Strait Islander clients, employees and community stakeholders. Accoras recognises that Aboriginal and Torres Strait Islander people face specific challenges accessing formal higher education, but possess a depth of cultural and community knowledge and wisdom. Accoras respects this knowledge and wisdom.

Recognition of lived experience.

Accoras recognises that Aboriginal and Torres Strait Islander clients, employees and community stakeholders are affected by historical wrongdoings and the ongoing impact of colonisation.

Safety.

Accoras is committed to being free of racism, sexism and ethnocentrism. We strive to be culturally informed, safe and supportive of cultural differences.

Relationships

Building and maintaining strong relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians is important to Accoras.

Accoras is committed to Closing the Gap and improving mental, social and emotional outcomes for Aboriginal and Torres Strait Islander people, the First Peoples of this country. Our core business means we know that strong and healthy relationships are a critical part of Closing the Gap. As an early intervention mental health service provider, we have a responsibility to actively contribute to Reconciliation within Australia. We are committed to reducing racism and other forms of discrimination and disadvantage that damage the physical, social and emotional wellbeing of Aboriginal and Torres Strait Islander people.

Accoras is committed to meeting the needs of all our Aboriginal and Torres Strait Islander service users in a culturally safe and effective manner. To do this, our RAP will include strategies that improve our ability to build strong relationships with Aboriginal and Torres Strait Islander people, families and communities. Through these relationships, we will work to improve the social and emotional wellbeing of our Aboriginal and Torres Strait Islander clients.



Deliverable	Actions	Timeline	Responsibility
RAP Working Group actively monitors RAP development and implementation.	Oversee the development, endorsement and launch of the RAP.	First draft of this RAP developed 2017/2018; provisionally endorsed May 2018; updated and improved RAP to be launched July 2019.	CEO
	Meet at least four times per year to monitor and report on RAP implementation.	The RAP Working Group will meet every six weeks while developing the RAP. Once provisionally endorsed, quarterly meetings: January, April, July, October each year.	CEO
	Appoint and maintain internal RAP Champion(s) from senior management.	To be reviewed in January each year.	CEO
	Maintain and review established Terms of Reference for the RAP Working Group. Appoint Chair for next 12 months.	To be reviewed in July each year.	RAP Working Group
Ensure there are Aboriginal and Torres Strait Islander people on the RAP Working Group, as required by the Terms of Reference.	Identify and invite suitable people to join the RAP Working Group.	To be reviewed in July each year.	RAP Working Group Chair

Deliverable	Actions	Timeline	Responsibility
Celebrate National Reconciliation Week to strengthen and maintain relationships between Aboriginal and Torres Strait Islander staff, other staff and the wider community.	Organise multiple internal National Reconciliation Week events each year, which staff and stakeholders can attend. Report outcome of all events to RAP Working Group Chair.	To be celebrated during National Reconciliation Week 27 May – 3 June each year.	Business Unit Managers and RAP Working Group Chair
	Register all National Reconciliation Week events via Reconciliation Australia's National Reconciliation Week website.	Recurring events to be registered in January each year; all other events to be registered with at least four weeks' notice.	RAP Working Group Chair
	Encourage staff and senior leaders to participate in external events to recognise and celebrate National Reconciliation Week. At least one staff member from each Accoras business unit to attend an external National Reconciliation Week event.	Each year during National Reconciliation Week 27 May – 3 June each year.	CEO and RAP Working Group
	Ensure representatives from our RAP Working Group participate in at least three external National Reconciliation Week events each year. These events should take place across the communities Accoras supports, e.g. North Brisbane, Inala, Gold Coast, Tweed Heads Beenleigh, Logan.	Each year during National Reconciliation Week 27 May – 3 June each year.	CEO and RAP Working Group
	Support an external National Reconciliation Week event with in-kind support and/or partnering with community organisations.	Each year during National Reconciliation Week 27 May – 3 June each year.	CEO and RAP Working Group
	Promote community National Reconciliation Week events to Accoras partners, stakeholders and the wider community.	To be completed for each Reconciliation Action Week 27 May - 3 June, planning to begin in April each year.	CEO and RAP Working Group
	External and major internal events to be promoted on Accoras business unit's social media accounts the week before events take place. Accoras staff attending internal or external National Reconciliation Week events to take photos and post on Accoras social media accounts.	Each year prior to and during National Reconciliation Week 27 May – 3 June.	CEO and RAP Working Group

Deliverable	Actions	Timeline	Responsibility
Maintain and leverage mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.	Develop and implement an engagement plan to work with key Aboriginal and Torres Strait Islander stakeholders. This plan should make clear that engagement is the business of all Accoras staff.	To be completed by July 2019 and reviewed in July each subsequent year.	RAP Working Group Chair
	Meet with at least four Aboriginal and Torres Strait Islander organisations active in Accoras communities to develop guiding principles for future engagement with Aboriginal and Torres Strait Islander people, communities and organisations.	To be completed by September 2019.	CEO and RAP Working Group
	Commit to establishing formal two-way partnerships with at least two Aboriginal and Torres Strait Islander organisations/ community groups to build capacity in our sphere of influence.	To be completed by September 2019.	CEO
	Develop a joint venture or provide pro bono support to develop community capacity-building opportunities.	To be completed by October 2021.	CEO
Raise internal and external awareness of our RAP to promote reconciliation across our business and sector.	Develop and implement a strategy to communicate our RAP to all internal and external stakeholders.	To be completed by March 2019 and reviewed in July each year.	RAP Working Group Chair and Accoras Marketing and Communications Manager
	Promote reconciliation through ongoing active engagement with all stakeholders.	To be enacted by July 2019 and reviewed in July each subsequent year.	CEO
	Engage our senior leaders in RAP deliverables.	To be completed by July 2019 and reviewed in July each subsequent year.	CEO
Improve staff ability to build relationships with individual Aboriginal and Torres Strait Islander clients and their families.	Provide all staff with cultural competency training that emphasises providing flexible and responsive interventions to Aboriginal and Torres Strait Islander clients and prioritises client choice and autonomy.	To be completed by December 2019 and reviewed in July each subsequent year.	CEO

Respect

Respect is one of Accoras' organisational values.

Accordingly, we hold Aboriginal and Torres Strait Islander peoples, cultures, lands, histories and rights in the highest respect.

Accoras' experience in working with Aboriginal and Torres Strait Islander peoples and communities means we recognise their wisdom and enduring culture as the foundation of this great country. This wisdom can tell us everything we need to know to do our part to help Close the Gap, if we are prepared to listen.

Accoras strives to always listen with respect — to our community's Elders and to emerging young leaders, who are the Elders of the future.

To ensure all Accoras staff consistently show respect to Aboriginal and Torres Strait Islander peoples and communities, this RAP includes strategies to increase staff knowledge, recognition of and participation in Aboriginal and Torres Strait Islander culture.



Deliverable	Actions	Timeline	Responsibility
Increase knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Develop, implement and review an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff. The training will define the continuous cultural learning needs of employees in all areas of our business and consider various ways that cultural learning can be provided.	Analyse/audit training needs. To be completed by August 2019. Develop and finalise strategy by October 2019 and review each subsequent year. Implement strategy from October 2019. To be reviewed in October each subsequent year.	RAP Working Group Chair
	Identify cultural learning requirements specific to individual staff's roles and training needs.	To be completed by August 2019 and reviewed in October each subsequent year.	CEO
	100% of Accoras staff to undertake face-to-face cultural workshop learning activities. Accoras contractors to be offered the opportunity to take part in training.	To be completed by July 2020 and reviewed in July each subsequent year.	CEO
	All RAP Working Group members to undertake cultural learning activities.	To be completed by July 2020 and reviewed in June each subsequent year.	CEO
	All senior executives to undertake cultural learning activities.	To be completed by July 2020 and reviewed in October each subsequent year.	CEO

Deliverable	Actions	Timeline	Responsibility
Demonstrate respect for Aboriginal and Torres Strait Islander peoples and communities by embedding cultural protocols as part of the way our organisation functions.	Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country.	To be completed by July 2019 and reviewed in July each subsequent year.	RAP Working Group members
	Invite a local Traditional Owner to provide a Welcome to Country at a minimum of two significant events each year, including the launch of the Accoras RAP.	Commencing July 2019 and continuing every year.	CEO
	Staff and senior leadership to provide an Acknowledgement of Country at all other events.	To be actioned by July 2019 and reviewed in July each subsequent year.	CEO
	Update Accoras meeting agenda templates to include an Acknowledgement of Country (e.g. Consortium).	Use of new templates to commence July 2019.	CEO
	Maintain and review a list of key contacts for organising a Welcome to Country.	To be completed by July 2019 and reviewed in July each subsequent year	CEO
	Include an Acknowledgement of Country at the commencement of internal meetings.	Use of new process to open internal meetings to commence July 2019.	CEO
	Create and display an Acknowledgment of Country plaque in all Accoras sites to accompany the Aboriginal and Torres Strait Islander flags.	To be completed by July 2019.	CEO
	Embed Aboriginal and Torres Strait Islander cultural protocol file specific to Accoras communities in Queensland and Northern New South Wales.	To be completed by December 2019 and reviewed in June each subsequent year.	CEO
	Develop a calendar of dates significant to our local Aboriginal and Torres Strait Islander communities to promote recognition and reflection across Accoras staff.	To be completed by October 2019 and reviewed in June each subsequent year.	RAP Working Group

Deliverable	Actions	Timeline	Responsibility
Celebrate NAIDOC Week and provide opportunities for Aboriginal and Torres Strait Islander staff to engage with culture and community during NAIDOC Week.	Ensure there are no HR/policy barriers to staff participating in NAIDOC Week.	To be completed by July 2019 and reviewed in April each subsequent year.	CEO
	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in community NAIDOC Week events.	To be completed by July 2019 and opportunities reviewed in May each subsequent year.	CEO
	Support all staff to participate in NAIDOC Week events in the local community.	To be completed by July 2019 and planning to begin in May each subsequent year.	CEO
	Support at least one external NAIDOC Week community event each year through in-kind support.	To be completed by July 2019 and planning to begin in April each subsequent year.	RAP Working Group Chair
	In consultation with Aboriginal and Torres Strait Islander peoples, hold an internal NAIDOC Week event for Accoras staff.	To be completed by July 2019 and reviewed in April each subsequent year.	CEO
	Senior staff acknowledge NAIDOC Week and its importance through email and at an internal NAIDOC Week event.	To be completed in the week leading up to NAIDOC Week each year.	CEO

Opportunities

Accoras recognises that commercial and employment opportunities are critical to improving the outcomes of Aboriginal and Torres Strait Islander peoples.

For this reason, Accoras is committed to:

- creating employment opportunities for Aboriginal and Torres Strait Islander people, both within and external to our organisation
- supporting both for-profit and not-for-profit ventures by entities owned and/or controlled by Aboriginal and Torres Strait Islander people.

Accoras considers it part of our organisational mission to support Aboriginal and Torres Strait Islander leadership within the mental health system. We believe that mainstream mental health organisations cannot truly support Aboriginal and Torres Strait Islander clients without a deep understanding of the importance of culture, spirit and healing. This can only be embedded in mental health services by supporting Aboriginal and Torres Strait Islander workers to develop into workforce leaders.

To support these objectives, our RAP will include strategies to promote employment opportunities within Accoras, and employment and commercial opportunities outside Accoras, for Aboriginal and Torres Strait Islander people in our communities.



Deliverable	Actions	Timeline	Responsibility
Increase the number of Aboriginal and Torres Strait Islander suppliers that Accoras uses.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	To be completed by December 2019	CEO
	Set targets for procuring goods and services from Aboriginal and Torres Strait Islander owned businesses.	To be completed by December 2019	RAP Working Group to propose targets for consideration by the Accoras executive team
	Develop at least three commercial relationships with Aboriginal and Torres Strait Islander owned businesses.	To be completed by December 2020	CEO

Deliverable	Actions	Timeline	Responsibility
Increase Aboriginal and Torres Strait Islander recruitment and retention.	Aim for Aboriginal and Torres Strait Islander employment to be at least 5% of all Accoras staff.	To be completed by December 2021, reviewed in July each year.	CEO
	Develop an Aboriginal and Torres Strait Islander employment strategy that includes professional development.	To be completed by October 2019, reviewed in October each year.	RAP Working Group to nominate members to draft a strategy. CEO to approve and implement strategy.
	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.	To be completed by December 2019, reviewed in October each year.	RAP Working Group
	Specialist training for business unit managers in how to best support and retain Aboriginal and Torres Strait Islander staff.	To be completed by December 2019.	CEO
	Attract Aboriginal and Torres Strait Islander members to join Accoras governance and advisory groups.	To be completed by December 2020.	CEO

Tracking Progress and Reporting

Deliverable	Actions	Timeline	Responsibility
Report RAP achievements, challenges and learnings to Reconciliation Australia.	Complete and submit the RAP Impact Measurement questionnaire to Reconciliation Australia annually.	Review in July each year.	RAP Working Group
	Investigate participating in the RAP Barometer.	Review in July each year.	RAP Working Group
Report RAP achievements, challenges and learnings internally and externally.	Regularly review progress against RAP and implement changes to delivery based on learnings.	Review in quarterly RAP Working Group meetings.	RAP Working Group
	Provide updates to the Board, management and staff via meetings and written communication.	Updates to be provided after each RAP Working Group meeting.	RAP Working Group
	Publish RAP achievements and learnings in our annual report.	Submit in June each year.	RAP Working Group
Review and develop next RAP.	Liaise with Reconciliation Australia to develop a new RAP based on feedback, learnings, challenges and achievements.	January 2022.	RAP Working Group

For enquiries about the

accoras

Innovate Reconciliation Action Plan

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