



Reflect **Reconciliation Action Plan**

September, 2022 - December, 2023

Your Side acknowledges the traditional custodians of this land where our head office is situated. Let us all pay respect and deep gratitude to the Elders past, present and those that are emerging. May our hearts and minds be open to the depth of knowledge they have of this land. With their continued connection to country and family may we learn to live and grow in great abundance.

This is Cammeraygal Land of the Eora Nation.



**RECONCILIATION
ACTION PLAN**

REFLECT

Your Side

Contents

4

**Meet the Artist
Leah Cummins**

4

**Reaching and
Supporting Many**

5

**Message from
Reconciliation Australia CEO**

6

Message from Your Side CEO

7

Our Company

8

**Our Reconciliation
Action Plan**

9

**Our Partnerships and
Current Activities**

10

BC Consulting

11

Relationships

13

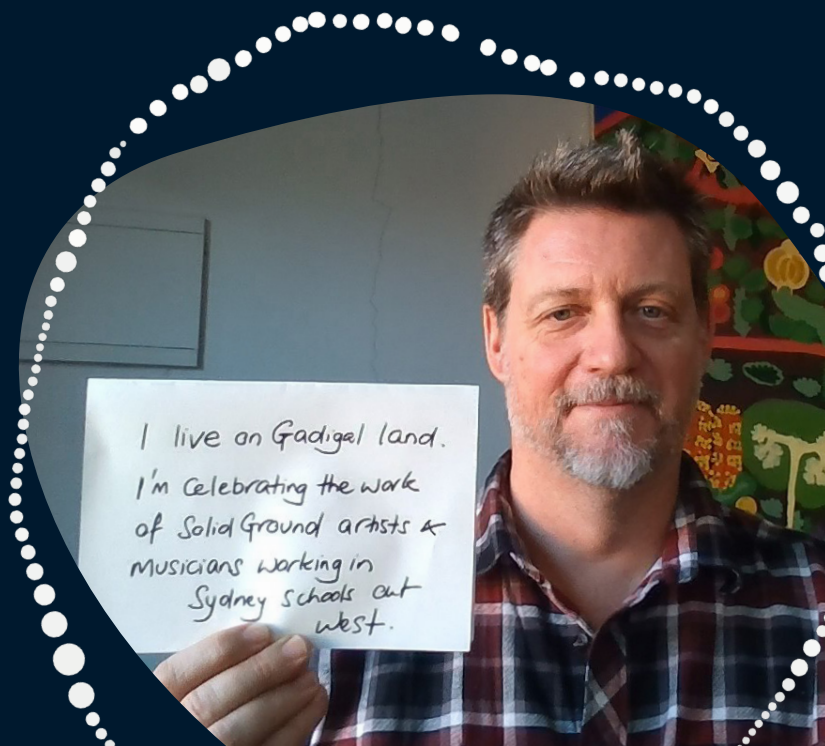
Respect

15

Opportunities

17

Governance





Meet the Artist *Leah Cummins*

**Yathi winja (good day).
My name is Leah Cummins.**

I am a proud Mayi woman from North-Western Queensland. Mayi-Kulan from my father and Kalkadoon from my mother.


I find inspiration in my cultural identity and bring my stories of my country and people to life in art. I paint stories of strength for women and children, love of the land and all my people.

I pay respect to the ancestors who give me these stories in my creativity, to share my culture that transcends words and draws people into wanting to learn about First Nations people. I paint both traditional and contemporary art using storytelling in every art piece to educate and teach everyone of my people's culture.

I hope to inspire and uplift my people by contributing to the sharing of culture and stories through my art.

Reaching and Supporting Many **Our Artwork**

This piece is the story of Your Side, supporting and reaching many.

At the centre is Your Side, the  are people sitting in and around are Your Side staff, the people that make the services reach many in the communities, making the support it gives life changing to people.

Outside are the hands of the multicultural people, how Your Side support and reaches many from different diverse backgrounds and walks of life's seeking better quality living, restoring dignity and respect.

The outer is different communities that Your Side reaches and provides support too, the paths connect Your Side to the communities far and wide.

We want to share this piece with love and harmony.



Bunya Sister

Message from Reconciliation Australia CEO

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

Your Side joins a network of more than 1,100 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 Your Side 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 Your Side,
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**

Message from Your Side CEO

As the CEO of Your Side Australia, I am really pleased that our organisation commences its journey towards reconciliation. Our commitment to reconciliation is born from the need to understand and deliver culturally safe care within Aboriginal and Torres Strait Islander communities, and to trust, respect and learn about care from Aboriginal and Torres Strait Islander peoples that the broader Australian community will benefit from.

As an organisation that delivers supports to older people, people with disability and their carers, we acknowledge that outdated models of care, that are not embedded within a human rights framework, risks re-traumatising Aboriginal and Torres Strait Islander peoples. We acknowledge the intergenerational trauma communities have suffered at the hands of institutionalised approaches that sought to segregate people from language, song lines, stories, spirit and ultimately wellbeing.

We commit that our Reconciliation Action Plan will be more than words or a commemoration. We commit to do the work by engaging, listening, building trust and learning. We respect the wisdom of Aboriginal and Torres Strait Islander peoples in guiding us in delivering culturally safe care.

With open hearts and open minds, we seek to understand a culture that embeds care at its very core, and learn how we can, with permission share this knowledge for the benefit of all Australians.

Through our partnership model, we aim to be a role model to our service providers, in establishing their own Reconciliation Action



Plans, learning, and delivering culturally safe care. Our Reconciliation Action Plan Working Group has diverse representation from across our organisation, ensuring that no one is left behind on this journey.

Outlined in our Reconciliation Action Plan are the actions that Your Side has committed to taking. We hope that our RAP is one small, but impactful way towards genuine reconciliation, engagement and respecting Aboriginal and Torres Strait Islander peoples and cultures. I thank the Aboriginal and Torres Strait Islander communities who welcome us as we embark on the path to reconciliation.

Danielle Ballantine

**Chief Executive Officer
Your Side**



Our Company

Your Side Australia (also known as Your Side) is a leading provider of support services for older people, people living with disability, mental health, and their carers throughout Sydney, Blue Mountains, Central Coast, and regional NSW.

We deliver in home and community supports as registered providers for:

- Carer Gateway
- Aged Care, including Commonwealth Home Support Program and Home Care Packages
- Aged Care Sector Support and Capacity building
- National Disability Insurance Scheme
- Community Transport
- Out of Hospital Care

Through partnerships with 130+ organisations, with a combined workforce of 400 support/care workers (from 100+ cultural, linguistic, faith and sexually diverse backgrounds), our aim is to support 3000+ people to access the services they

need to live a good life at home and within the communities that matter most to them. Your Side Australia aims to add to our work force by recruiting Aboriginal and Torres Strait Islander peoples and are aware our extended workforce and partners do employ Aboriginal and Torres Strait Islander staff; however we do not have an exact number.

Our strength is supporting care recipients (and their families) to get the best out of a complex human services system – especially at life's transition points. We do this by reducing the burden of coordinating care. Our partnership network gives us access to specialist carers across a range of skill sets including (but not limited to): dementia, multiple sclerosis, ADHD, acquired brain injury, Autism spectrum, chronic diseases, end of life and mental health.

Your Side's head office is situated on the land of the Cameraygal people of the Eora Nation.

Our Reconciliation Action Plan

Your Side's organisational culture and philosophy is embedded in principles of inclusion and care. We believe that in recognising Aboriginal and Torres Strait Islander cultures as the longest living continuous cultures; we learn to care for Country, care for culture and care for each other.

Australia's First Nations peoples are one of the fastest growing client cohorts to access the NDIS, representing a little more than 10% (53,000) of NDIS participants across Australia (*Source: NDIA Quarterly Report*). 10% of First Nations population access Home Care supports, representing 23,000 Aboriginal and Torres Strait Islander people. (*Source: Commonwealth, Department of Health, HCP Program Report*) 24,000 Aboriginal and Torres Strait Islander people are over the age of 50, with 1 in 5 from the Stolen Generation and now entering aged care (*Source: Australian Institute of Health and Wellbeing*). This equals, 76,000 Indigenous people needing support to remain at home, with the assistance of informal carers. Because of these statistics and the increasing number of Aboriginal and Torres Strait Islander people's accessing supports, Your Side is dedicated to offering services that are culturally safe and appropriate for Australia's First Nations.

The Aged Care Royal Commission Final Report and similar themes coming through the Disability Royal Commission, demonstrates, we as a sector need to do more to create culturally safe and inclusive supports for Aboriginal and Torres Strait Islander people.

Human rights-based approaches, especially self-determination is central to culturally safe care. To build our cultural competency, we

engaged BC Consulting to assist us with a 4-step model, of which a Reconciliation Action Plan is central.

And, as importantly, there is a lot that we can learn about care by learning culture. Aboriginal and Torres Strait Islander cultures are the longest continuous surviving culture in the world. The strongly held cultural beliefs are embedded in care, as demonstrated by its survival. A key priority for Your Side's first RAP will be to map the Nations, language / cultural groups, Elders and Knowledge holders, Aboriginal controlled organisations and Local Area Land Councils operating in, and across those areas.

Your Side's focus for our Reflect RAP, will be through small and impactful steps towards cultural and systems change. Our ambition is to create a foundation committed to active listening, learning, growing, and transforming.

We don't think reconciliation, at Your Side, will be achieved through a tick box action plan - it will be achieved by establishing new relationships, and building mutual value partnerships, that support our Aboriginal and Torres Strait Islander clients, business partners and employees to thrive.

Your Side's RAP has been developed by diverse representation of our employees from across the organisation, with the goal to appoint a First Nations representative to our RAP Working Group. The RAP Working Group has responsibility to report on progress of our Reconciliation Action Plan. The overall RAP is championed by Your Side's CEO, ensuring priority of our commitment to reconciliation.

Our Partnerships and Current Activities

For the past several years, Your Side has taken small steps towards reconciliation. These small steps have been to build foundational cultural understanding through an intensive 10-week cultural awareness program. This resulted in the development of the RAP Working Group, which is published on our intranet for all staff. To expand our foundational understanding, our team has engaged in research of Country and participated in NAIDOC activities, commemorated National Reconciliation Week through internal organisation and community events. Equally, we have raised understanding and importance of Welcome to Country and

Acknowledgments of Country protocols from the Board level through to our workforce. Aboriginal artwork is displayed in our office, alongside the Aboriginal and Torres Strait Islander flags. Your Side has partnered with Aboriginal artist Leah Cummins of Bunya Designs to develop corporate artwork throughout Your Sides office and digital media.

In our service delivery, we have engaged local Elders in the delivery of social support activities for clients over 65 to learn about Country and Aboriginal cultures.



BC Consulting

Your Side has partnered with BC Consulting, a highly regarded Aboriginal consultancy focussed on assisting organisations to become more aware of and gain an understanding of, the tenets and beliefs of First Australian Peoples. BC Consulting has previously assisted organisations such as Compass Group, a major employer of Aboriginal and Torres Strait Islander peoples, Breakthru, a disability and employment services provider, non-government organisations, Caltex, Westpac and Northern Sydney Local Health and Hanson Australia amongst others. Through BC Consulting, we have already commenced improving outcomes for Aboriginal and Torres Strait Islander staff and potential employees through the inclusion of policies such as "Sorry Leave". In addition, the partnership has assisted in ensuring that over 85% of Your side employees are guided through cultural awareness training. All client and community facing staff completed cultural

awareness training. Your Side's head office, located on Cameraygal land, in Chatswood, NSW has been visited or reviewed by BC Consulting staff members. Following consultation, Your Side implemented visual cues that is engaging for Aboriginal and Torres Strait Islander peoples such as Acknowledgements of Country and Aboriginal art. BC Consulting also viewed and amended, where required, organisational policies and procedures, particularly about our People and Culture which is responsible for recruitment and the well-being of employees. Your Side is committed to a working relationship with BC Consulting until at least September 2021. BC Consulting comes to us with six core elements to their business. These six elements support us in the areas of cultural awareness, organisational development, employment outcomes, mentoring, procurement, and community consultation.



Relationships

Your Side will commit to further develop mutually beneficial, respectful, and genuine relationships with Aboriginal and Torres Strait Islander peoples and organisations. We will actively reflect on, promote, and maintain positive relationships to build our capacity to support communities in a culturally safe and sensitive manner.

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Research and understand the Nations, Land Councils, Language Groups, Agencies, Elders and Knowledge holders operating in and across our priority programming areas in order to establish a stakeholder framework. 	September 2022	Carer Gateway Coach
	<ul style="list-style-type: none"> Map Aboriginal and Torres Strait Islander Community Controlled Organisations operating in the Aged, Disability and Carer sector within our operating areas. 	September 2022	Lead: Partnerships Manager Support: Business Growth Director
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islanders and First Nations stakeholders and organisations. 	October 2022	Lead: Partnerships Manager Support: Sector Support Coordinator
	<ul style="list-style-type: none"> Identify areas where Your Side can offer services and supports to existing Aboriginal and Torres Strait Islander organisations (for example Promote Carer Gateway; Procure Services). 	September 2022	Relationships Manager
	<ul style="list-style-type: none"> Create partnership opportunities and engage with Aboriginal and Torres Strait Islander owned businesses or businesses that employ Aboriginal and Torres Strait Islander peoples. 	November 2022	Lead: Partnerships Manager Support: Director of Corporate Services
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2023	CEO
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	May 2023	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	May 2023	CEO

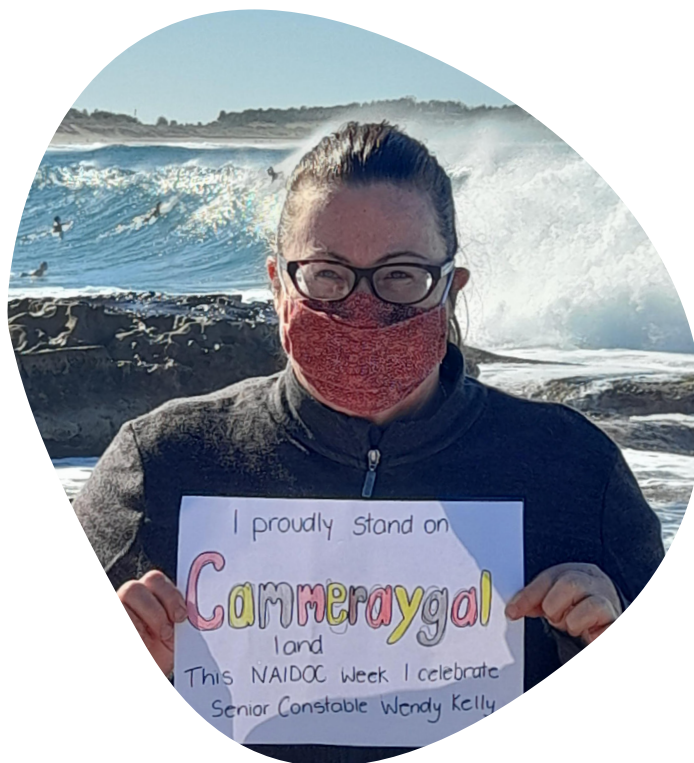
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff, including promotion of the Your Side Reconciliation Action Plan internally through inclusion in internal meetings 	September 2022	CEO
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we can approach and collaborate with on our reconciliation journey. 	January 2023	Lead: Partnerships Manager Support: Director of Business Growth and Sector Support Coordinator
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to Your Side partners, stakeholders, and clients. 	September 2022	Lead: Partnerships Manager Support: Director of Business Growth, Sector Support Coordinator and Customer Care teams.
	<ul style="list-style-type: none"> Invite our provider partners to contribute to our Reconciliation Action Plan deliverables. 	September 2022	Partnerships Manager
	<ul style="list-style-type: none"> Initiate conversations with board and organisation members about Your Side's positionality in committing to the Uluru Statement from the Heart. 	November 2022	CEO
	<ul style="list-style-type: none"> Make a public statement regarding the Reconciliation Action Plan and incorporate it into internal organisational processes and through communication channels. 	September 2022	Lead: Marketing & Communications Manager Support: CEO
	<ul style="list-style-type: none"> Publish Your Side's Reconciliation Action Plan on our website and allow public access to the document. 	October 2022	Marketing and Communications Manager
	<ul style="list-style-type: none"> Launch the Reconciliation Action Plan through various communication channels to inspire partnering organisations to engage in the conversation. 	September 2022	Lead: Marketing and Communications Manager Support: Partnerships Manager, Sector Support Coordinator and Customer Care teams
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in the healthcare and social services sectors in areas of diversity and anti-discrimination and race relations. 	November 2022	Sector Support Coordinator
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	February 2023	Lead: HR Manager Support: Clinical Care and Governance Manager and RAP Working Group



Respect is understanding another's map of the world. This can be achieved by discovering what is important to them and for them. Taking a wholistic approach to the models of care provided to individuals and communities. As a provider being flexible, culturally aware and educated. This can be achieved through open and honest communication between all.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	<ul style="list-style-type: none"> Determine cultural learning objectives and opportunities and conduct a review across the organisation and key stakeholders, including internal staff, partnering providers, and clients. 	October 2022	Lead: Human Resources Manager Support: Customer Care team leaders, Partnerships Manager
	<ul style="list-style-type: none"> Engage with knowledge holders and targeted resources which present Aboriginal and Torres Strait Islander perspectives/lens for staff cultural learning and development 	January 2023	Lead: Partnerships Manager Support: Director of Business Growth, Carer Gateway Coach, and Sector Support Coordinator
	<ul style="list-style-type: none"> Have informal conversations with internal staff, and teams to understand barrier points, advocacy points, resistance points, opportunities around our own transformation in cultural safety 	October 2022	Lead: RAP Chair Support: RAP Working Group
	<ul style="list-style-type: none"> Assess Disability and Aged Care royal commission learnings and recommendations around cultural safety related issues and apply them to our policies and practices. 	September 2022	Sector Support Coordinator
6. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	February 2023	Lead: Partnerships Manager Support: Carer Gateway Coach
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgements of Country and Welcome to Country protocols. 	October 2022	Lead: CEO Support: Management teams
	<ul style="list-style-type: none"> Consult with local Traditional Custodians to integrate and normalise use of Aboriginal and Torres Strait Islander languages within our workplace such as labelling of meeting rooms. 	February 2023	Lead: CEO Support: Management teams

7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness, engage with, and share information amongst our staff, clients, and stakeholders about the meaning of NAIDOC Week. 	June 2023	Lead: Marketing & Communications Manager Support: Partnerships Manager, Sector Support Coordinator and Customer Care teams
	<ul style="list-style-type: none"> Introduce our staff and clients to and promote external NAIDOC Week events in our local area. 	June 2023	Lead: RAP Chair Support: RAP Working Group
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	June 2023	Lead: RAP Chair



Opportunities

Your Side is committed to providing a range of social, economic and wellbeing opportunities for Aboriginal and/or Torres Strait Islander peoples. This includes building mutual value partnerships with Aboriginal and Torres Strait Islander community-controlled organisations, advocacy groups and businesses; encouraging our staff, clients, and providers to support clients better through deeper listening and two-way learning; and enhancing impact by drawing on the skill-sets, knowledge, creativity and strengths of Aboriginal and Torres Strait Islander partners and staff.

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	<ul style="list-style-type: none"> Improve recruitment, retention, and professional development of Aboriginal and Torres Strait Islander peoples by 2%. 	December 2023	Lead: Human Resources Manager Support: Customer Care team leaders, Partnerships Manager
	<ul style="list-style-type: none"> Develop a tool to measure current employment levels and ongoing recruitment of Aboriginal and Torres Strait Islander people within Human Resources processes. 	December 2023	Lead: Human Resources Manager Support: Director of Business Growth, Carer Gateway Coach, and Sector Support Coordinator
	<ul style="list-style-type: none"> Create comprehensive human resource policies and procedures to engage and onboard Aboriginal and Torres Strait Islander peoples. 	October 2022	Lead: RAP Chair Support: RAP Working Group
	<ul style="list-style-type: none"> Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. 	October 2022	Lead: HR Manager Support: Partnerships Manager, Director of Business Growth and Carer Gateway Coach
	<ul style="list-style-type: none"> Explore Partnering with an external organisation to support and encourage recruitment of Aboriginal and Torres Strait Islander peoples. 	October 2022	HR Manager
	<ul style="list-style-type: none"> Provide capacity building and professional development for management groups to support Aboriginal and Torres Strait Islander employees. 	October 2022	Sector Support Coordinator

9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander owned businesses through networks and platforms (for example Supply Nation); and identify where we could prioritise Aboriginal and Torres Strait Islander owned suppliers. 	December 2022	Lead: Partnerships Manager Support: Director of Corporate Services
	<ul style="list-style-type: none"> Identify and engage Aboriginal and Torres Strait Islander professionals such as artists, musicians, storytellers, horticulturalists, chefs and, traditional healers as regular contributors to our broader social support events. 	January 2023	Lead: Team Leader, Customer Care Support: Customer Care Teams (Commonwealth Home Support Program, National Disability Insurance Scheme, Disabled Alternative Road Travel Service, Carer Gateway, Community Circle Social Support groups)
	<ul style="list-style-type: none"> Review our current providers, and identify new providers, with cultural awareness and capacity to provide supports to Aboriginal and Torres Strait Islander NDIS participants and aged care clients; specifically, those with Aboriginal and Torres Strait Islander workers. 	February 2023	Partnerships Manager
	<ul style="list-style-type: none"> Offer opportunities to extend the service offering of Aboriginal community-controlled organisations through auspice in areas we have registration that they don't; and potentially engage their workers for our NDIS, CHSP and Aged Care clients through brokerage to strengthen their business model. 	February 2023	Lead: Director of Business Growth Support: Director of Customer Care
10. Identify existing resources and knowledge holders to support delivering better experiences for Aboriginal and Torres Strait Islander clients.	<ul style="list-style-type: none"> Undertake desk research on existing resources and frameworks available to the sector, focusing on improving services and delivering better experiences for Aboriginal and Torres Strait Islander clients/ participants. 	May 2023	Lead: Sector Support Coordinator Support: Director of Business Growth
	<ul style="list-style-type: none"> Identify and engage with knowledge holders and specialists from Aboriginal and Torres Strait Islander organisations to inform and educate Your Side team on more effective practices for engaging Aboriginal and Torres Strait Islander clients. 	September 2022	Lead: Partnerships Manager Support: Director of Business Growth, Sector Support Coordinator and Carer Gateway Coach.
	<ul style="list-style-type: none"> Engage with Aboriginal and Torres Strait Islander Community Elders, to inform and highlight/address community needs and priorities. 	February 2023	Lead: Director of Business Growth Support: CEO

11. Collect feedback from clients/staff/partners for continuous development and learning.	<ul style="list-style-type: none"> Adopt a two-way learning mindset, actively listening to Aboriginal and Torres Strait Islander people and communities. 	June 2023	Lead: CEO Support: Executive Leaders and Management
	<ul style="list-style-type: none"> Connect to advocacy groups, informal advocates and people with lived experiences who have a unique understanding of barriers and challenges to accessing or engaging with government systems in order to address barriers and improve access to services. 	April 2023	Lead: Director of Business Growth Support: Relationships Manager and Customer Care Team Leaders.

Governance

Your Side will be rigorous, accountable, and transparent in the delivery of the Reflect Reconciliation Action Plan. We will report on and evaluate our work, producing insights that inspires continuous improvement, embedding progress gained from our learnings across our organisation.

Action	Deliverable	Timeline	Responsibility
12. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Draft and approve the RAP WG Terms of Reference, outlining membership, delegation, role appointments and meeting/review frequency. 	September 2022	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Maintain a RAP Working Group with diverse representation from across the organisation, reflective of staff from individual service programs and corporate services. 	September 2022	CEO
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	September 2022	CEO
	<ul style="list-style-type: none"> Intentionally explore conscious and unconscious bias within the RAP working group, define what bias means and how it may appear within the workforce and impact on relationships with partners, stakeholders, and clients 	December 2022	Lead: RAP Chair Support: RAP Working Group
	<ul style="list-style-type: none"> Establish external Aboriginal and Torres Strait Islander representation on the RWG. 	October 2022	Lead: CEO Support: RAP Working Group

13. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	September 2022	Lead: RAP Chair Support: RAP Working Group
	<ul style="list-style-type: none"> Engage all senior leaders in the delivery of RAP commitments. 	September 2022	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	October 2022	Lead: RAP Chair Support: RAP Working Group
14. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"> Establish reporting mechanisms to collect data to input into RAP Impact Measurement Questionnaire. 	April 2023	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	August 2023	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	September 2023	Lead: CEO Support: RAP Working Group
	<ul style="list-style-type: none"> Provide reports each 6 months to stakeholders on progress, including focus on areas of success and areas where further learning/improvement is required 	March 2023	Lead: RAP Chair Support: CEO & RAP Working Group
	<ul style="list-style-type: none"> 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 2023	RAP Chair
15. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	June 2023	Lead: CEO Support: RAP Working Group

Contact Details

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