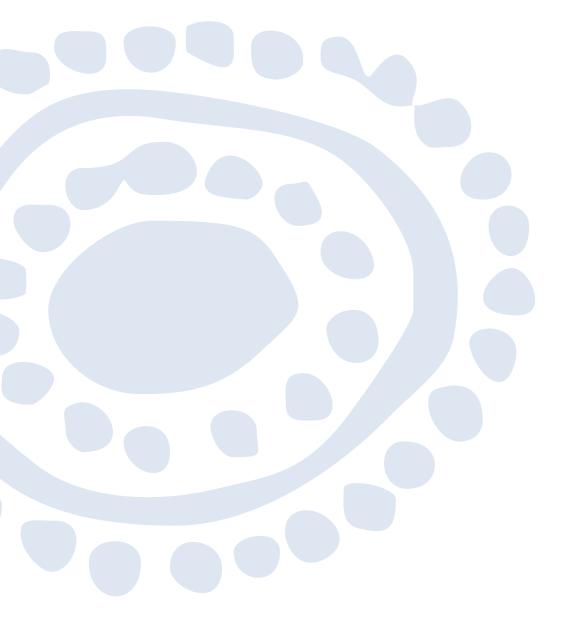


# Innovate Reconciliation Action Plan May 2021 – May 2023









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#### **Our business**

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential.

We partner with community to support those most in need.

We work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### **Our vision**

Building a just society.

#### **Our mission**

Standing in solidarity with those in need.

Expressing a faith that promotes justice.

#### **Our values**

In all we do, we strive to be welcoming, discerning and courageous.

- Welcoming forming strong, faithful relationships
- · Discerning being reflective and strategic in all we do
- · Courageous standing up boldly to effect change

These values guide how we run our programs, how we work with each other, how we run our organisation, and how we work with our external partners.

The organisation works across seven key areas:

- Justice and Crime Prevention for people involved with the adult and youth criminal justice systems
- Mental Health and Wellbeing for people with multiple and complex needs and those affected by trauma, suicide and complex bereavement
- Settlement and Community Building for recently arrived immigrants, refugees, displaced people, remote Aboriginal communities and disadvantaged communities
- Education Training and Employment for people with barriers to sustainable employment
- Gender Justice (The Men's Project) driving positive and social change surrounding masculinities to reduce violence and other behaviours and build new approaches to improve the wellbeing of men and boys
- Ecological Justice building communities of social and environmental justice, recognising that ethical action in the environmental sphere is central to equity at a social level.

We employ 351 people<sup>1</sup> and our staff team includes people from Cultural and Linguistically Diverse backgrounds, including five people who have identified as Aboriginal and/or Torres Strait Islander people. We also work closely with 238 committed volunteers.

We operate in three Australian States including: Victoria where we have offices in Richmond, Collingwood, Brunswick, Sunshine, Dandenong, and Kew; New South Wales where we have offices in Mount Druitt and Emerton; and in the Northern Territory where we have offices in Darwin, Alice Springs and Katherine.

<sup>1</sup>As at December 2020

### **Our RAP**

Jesuit Social Services works with Aboriginal and/or Torres Strait Islander people in a variety of contexts, and across multiple language groups throughout Victoria, New South Wales and the Northern Territory. We are committed to acknowledging and respecting Aboriginal and Torres Strait Islander peoples and cultures.

In 2016 Jesuit Social Services developed and implemented a Reflect Reconciliation Action Plan (RAP) in collaboration with Reconciliation Australia.

Three years after implementation many of the actions identified have been completed but we know we still have more to do. Our vision is Building a Just Society and we recognise there can be no true Justice without Treaty and truth-telling. We see the commencement of an Innovate RAP at this time as a way to guide and measure part of our journey not as the journey itself



Since commencing our first RAP Jesuit Social Services has:

- Convened and resourced a RAP working group (RWG) which comprises representatives from our Executive, our senior management team and our Aboriginal and Torres Strait Islander staff.
- Maintained and supported an Aboriginal Advisory Group. This group includes our five Aboriginal and Torres Strait Islander staff. It provides advice to the RWG and has overseen the development and implementation of the Reflect Reconciliation Action Plan. It has also been central in advising on the development of our Innovate RAP.
- Ensured that all sites are welcoming to people who identify as Aboriginal and/or Torres Strait Islander people. This includes ensuring that there are Aboriginal and Torres Strait Islander flags at all reception areas and in key meeting rooms, ensuring all building have wall plaques that acknowledge the Traditional Owners of the land on which they stand, displaying Aboriginal or Torres Strait Islander artworks at all sites.
- · Reviewed our commitment to reconciliation and continued to identify and nurture relationships with Aboriginal and Torres Strait Islander groups. In particular we have further developed our work with: Djirra, the Victorian Aboriginal Childcare Agency, and the Victorian Aboriginal Legal Service in Victoria; Babaayn Aboriginal Corporation in Western Sydney; Tangentyere Council Aboriginal Corporation, Anyinginyi Aboriginal Health Corporation (Tennant Creek), the Atyenhenge Atherre Aborininal Corporation and North Australian Aboriginal Justice Association in the Northern Territory. We have also developed relationships in three other remote communities in the Northern Territory (Atitjere, Orrtipathurra and Engawala) and worked more closely with The Purple House in Alice Springs.
- Ensured that an Acknowledgement of Country/ Welcome to Country is provided at all appropriate forums within locally appropriate requirements

- · Continued education for the whole organisation to increase understanding, appreciation and respect for Aboriginal and Torres Strait Islander peoples. This includes mandatory training for all staff and ensuring that the work we do with Aboriginal and Torres Strait Islander peoples is promoted to new staff during induction. Introductory training Aboriginal and Torres Strait Islander Cultural Awareness is delivered by Djirra, one of our ACCO partners, at their premises; Yarnin about Cultural Safety also delivered by Djirra introduces six women on country across Victoria via zoom to share their stories; and we engage an Elder in the Northern Territory to connect with both local and organisation wide staff to discuss the impacts of colonialization on her people. This training has assisted us in tailoring our own program delivery for Aboriginal and Torres Strait Islander peoples as well as leading us to undertake a review of our cultural competency in partnership with Djirra.
- Promoted and celebrated NAIDOC, Sorry Day and National Reconciliation week each year to raise awareness of these important dates in the calendar.
- Explored mechanisms for supporting our Aboriginal and/or Torres Strait Islander staff.
- We commence all key meetings internally and externally with an Acknowledgment of Country and engage local Elders to perform a Welcome to Country at all significant events.
- We have circulated posters to all meeting rooms explaining the importance of Welcome to Country protocols and providing a script for staff.
- We conducted a review of our cultural learning needs and used the findings to inform our initial cultural training program that is delivered by one of our ACCO partners, Djirra.
- We have established a Senior Aboriginal Engagement Officer role within the organisation
- We have posters explaining the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols in all meeting rooms.

Having strong relationships and working in close collaboration with Aboriginal and Torres Strait Islander peoples is important to strengthen Jesuit Social Services work in key areas including:

- Jesuit Social Services works to address disadvantage in Victoria, NSW and the Northern Territory. We have participants in our programs who identify as Aboriginal and/or Torres Strait Islander people and we are committed to ensuring that we are welcoming in our approach and culturally sensitive in our practice.
- Jesuit Social Services partners in service delivery with Aboriginal Community Controlled Organisations in Victoria and the Northern Territory. For example, Jesuit Social Services delivered Barreng Moorop in partnerships with the Victorian Aboriginal Childcare Agency (VACCA) and the Victorian Aboriginal Legal Service from 2014 – 2017. This pilot program was funded by the Department of Prime Minister and Cabinet and provided intensive support to Aboriginal children and their families who are at risk of engagement, or engaged with the Justice system. In 2017 the program was transitioned to VACCA for ongoing delivery in line with Jesuit Social Services' belief that programs for Aboriginal and/or Torres Strait Islander people should be delivered by Aboriginal Community Controlled Organisations. We continue to sit on the steering group as part of the ongoing partnership between our organisations. We have also partnered in service delivery with Tangentyere Council Aboriginal Corporation in the Northern Territory.
- Jesuit Social Services works to support remote Aboriginal communities in the Northern Territory. Jesuit Social Services has been assisting the remote community of Ltyenye-Apurte (Santa Teresa) with issues of community control since 2008. We initially worked with community members to establish the Atyenhenge-atherre Aboriginal Corporation (AAAC) which represents the community and gives voice to community aspirations. Since AAAC's incorporation, Jesuit Social Services has continued, at the community's request to support the operation of the Corporation, assisted AAAC to regain control of the community store and assisted with several community identified projects, including a Men's Shed, a community orchard and a horse program. Building on the work in Ltyenye-Apurte Jesuit Social Services has been building relationships with community members in two other communities.

- Jesuit Social Services works to strengthen service delivery to Aboriginal and/or Torres Strait Islander people in the Northern Territory by providing training in foundation practice areas to staff of Aboriginal Community Controlled Organisations and through undertaking program evaluation. Organisations include: Anyinginyi Health Aboriginal Corporation, Tangentyere Council Aboriginal Corporation, The Purple House.
- Jesuit Social Services works alongside Aboriginal Community Controlled Organisations to develop service responses that are culturally appropriate and strengths based for example counselling and casework with Djirra staff.

Jesuit Social Services' RAP is championed by our Chief Executive Officer (CEO) and the Executive Director Programs (EDP). Our RAP Working Group (RWG) and Aboriginal Advisory Group (AAG) also promote our RAP throughout the organisation. The RWG comprises representatives from our Executive and senior management teams with a standing invitation to all Aboriginal and/or Torres Strait Islander staff to attend. Currently, four Aboriginal and Torres Strait Islander staff are part of the RWG. The RWG seeks input from the AAG on all aspects of our RAP and its implementation, and specific input is discussed at AAG meetings before being presented to RWG meetings. Djirra (formerly Aboriginal Family violence Prevention and Legal Service) one of our key Aboriginal Community Controlled Organisation (ACCO) partners has also committed to supporting us with the development of an Innovate RAP.



## Relationships



At Jesuit Social Services we believe that we all exist in a web of relationships. Relationships with people, with place and with the planet, our shared home. We believe that none of us can be truly fulfilled when any of us are excluded. We recognise we have much to learn from, as well as to share with, Aboriginal and Torres Strait Islander peoples. Relationships that are built on truth and respect, developed through sharing stories and working collaboratively have the power to strengthen us all as we seek reconciliation and justice. This work is at the heart of who we are as an organisation, and it cannot be achieved without relationship with Aboriginal and Torres Strait Islander people.

Action	Deliverable	Timeline	Responsibility
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Sept 2021	Executive Director Advocacy and Strategic Communications
Establish and maintain mutually beneficial	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Sept 2021	Executive Director Programs
relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and/or Torres Strait Islander stakeholders and organisations to strengthen and develop partnerships in NSW, NT and Victoria.	Sept 2021	General Manager Northern Territory & General Manager NSW
2	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2021, 2022	Executive Director Programs
Build relationships	Develop and implement a strategy for engaging clients in NRW activity.	May 2021, 2022	Manager Practice Development
through celebrating National Reconciliation	RAP Working Group members to participate in an external NRW event.	May 2021 & May 2022	Executive Director of Programs
Week (NRW).	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2021 & May 2022	Chief Executive Officer
	Organise at least one NRW event each year.	May 2021 & May 2022	Manager Practice Development
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2021 & May 2022	Manager Practice Development



Action	Deliverable	Timeline	Responsibility
2	Implement strategies to engage our staff in reconciliation. Strategies to include:		
Promote	- Embed reconciliation and our RAP as an agenda item in staff induction processes	August 2021	Executive Director Programs
reconciliation through our sphere of influence.	<ul> <li>Undertake a RAP reflection at quarterly Coordinator and Senior Worker forums and encourage teams to implement RAP reflections at team meetings</li> </ul>	June & Sept 2021, March, June & Sept 2022, Mar 2023	General Manager Practice Development & Innovation
	- Celebrate the commencement of our Innovate RAP with a smoking ceremony at our All Staff Day	June 2021	Executive Director Programs
	- Host lunch and learn sessions for staff on the aims of the Uluru Statement from the Heart and other issues identified by our ACCO partners	Oct 2021, Feb 2022, Aug 2022	General Manager Practice Development & Innovation
	Work with the Aboriginal Advisory Group to identify and implement awareness raising strategies	August 2021	GM Practice Development and Innovation
	Communicate our commitment to reconciliation publically by promoting our RAP on the Jesuit Social Services website.	May 2021	Executive Director Programs
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes through our policy and advocacy	Feb 2022	Executive Director Advocacy and Strategic Communications
	initiatives		General Manager Strategic Communications & Advocacy
	Collaborate with RAP and other like-minded organisations to develop ways to advance reconciliation.	Dec 2022	GM Practice Development and Innovation
4	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Dec 2021	Executive Director Business Support and Manager HR
Promote positive race relations through antidiscrimination strategies.	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	Dec 2021	Executive Director Business Support and Manager HR
	Communicate the Jesuit Social Services anti- discrimination policy.	Feb 2022	Executive Director Business Support
	Educate senior leaders on the effects of racism, including a focus on racism at a quarterly meeting of the Jesuit Social Services leadership team.	Dec 2021	CEO and General Manager Practice Development and Innovation

Partner with ACCOs on specific programs and projects to advance outcomes for Aboriginal and Torres Strait Islander Communities and enhance internal cultural safety and awareness.	Partner with an ACCO in Central Australia to build capacity to deliver funded supports to young Aboriginal and Torres Strait Islander peoples.	June 2022	General Manager Northern Territory
	Undertake a joint project in collaboration with Djirra that includes a meta-evaluation of cultural impact for both organisations	August 2022	General Manager Practice Development and Innovation
	Deliver a Restorative Justice Project funded under the Victorian Aboriginal Justice Framework that includes co-design with local community members	June 2021	General Manager Practice Development and Innovation
Promote and enable Aboriginal & Torres Strait Islander staff engagement.	Promote and acknowledge the Senior Aboriginal Community Engagement Officer Role through our communications strategy and RAP activities to enable greater Aboriginal and Torres Strait Islander staff engagement.	Dec 2021	Manager HR
	Provide opportunities and resources to enable Aboriginal and Torres Strait Islander staff to engage with our Senior Aboriginal Community Engagement Officer and participate in the Aboriginal and Torres Strait Islander Engagement Group.	Sept 2021, Sept 2022	CEO



## Respect



Jesuit Social Services is a social change organisation that has a vision of "building a just society." In the Jesuit and Ignatian traditions in which we walk, we value the human dignity of all people and believe in our interconnectedness. We believe that in our society today many of these connections are damaged or broken and it is only through healing and relationship building that we can all benefit from a socially and ecologically just society. Our strength comes from the celebration of, and engagement with, our diversity. However we cannot celebrate our diversity if we do not fully understand each other and respect the strength and value of each other's cultures and histories. Ignatian learning always commences with understanding context. Both our context and the context of those with whom we engage. Central to learning from, and celebrating the histories and achievements of, Aboriginal and Torres Strait Islander peoples is respect for without respect there can be no true understanding and no real learning.

Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Review the progress of our training strategy through a further needs analysis with our ACCO partner Djirra	Mar 2022	Manager HR & General Manager Practice Development and Innovation
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	June 2022	General Manager Practice Development and Innovation with General Manager Northern Territory and General Manager Western Sydney
	Develop, implement and communicate a cultural learning strategy for our staff.	June 2022	General Manager Practice Development and Innovation & General Manager Human Resources
	Investigate local cultural immersion opportunities for staff in each of our offices	June 2022	General Manager Practice Development and Innovation with General Manager Northern Territory and General Manager Western Sydney
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	Dec 2022	General Manager Practice Development and Innovation

Action	Deliverable	Timeline	Responsibility
Demonstrate respect to	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols through our internal communications processes including the JSS newsletter and email updates	June 2021	General Manager Practice Development and Innovation & all General Managers
Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	June 2021	General Manager Practice Development and Innovation
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other	June 2021 & 2022	CEO
	appropriate cultural protocol at significant events each year.	Dec 2021 &2022	
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes through our acknowledgement to country practices	Dec 2021	General Manager Strategic Communications & Advocacy
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Nov 2021, Nov 2022	General Manager Strategic Communications & Advocacy
9	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2021 & 2022	General Manager Practice Development and Innovation
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	June 2021	Manager HR
	Promote and encourage participation in external NAIDOC events to all staff.	First week in July, 2021 & 2022	General Manager Strategic Communications & Advocacy

## **Opportunities**



Jesuit Social Services believes that as an organisation we should be representative of the communities to whom we provide supports and services, and that our advocacy is stronger when it is delivered jointly with the people for whom we advocate. Our work is based on our belief that we all have gifts that we can contribute, and we grow as individuals and communities through combining our strengths. When we employ Aboriginal and Torres Strait Islander staff we get opportunities to understand their stories and learn how to better support them and Aboriginal and Torres Strait Islander participants in our services. When we engage Aboriginal and Torres Strait Islander suppliers we participate in strengthening their communities and advance our goal of a fairer community. And when we share our skills and experience in the human services sector through co-delivery of programs and provision of training to ACCOs we build stronger relationships, continue to learn about our own organisation and practice and how we can grow together through reconciliation.

Action	Deliverable	Timeline	Responsibility
Improve	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Dec 2021	Manager HR
employment outcomes by increasing Aboriginal	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	Dec 2021	Manager HR
and Torres Strait Islander recruitment,	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	June 2022	Manager HR
retention and professional development.	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	June 2022	Manager HR
development.	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	June 2022	Manager HR
_	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	Dec 2022	Manager HR
	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	Dec 2021	Executive Director Business Support
Increase Aboriginal	Investigate Supply Nation membership.	June 2021	Executive Director Business Support
and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	Dec 2021	Operations Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	Dec 2021	Operations Manager
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	June 2022	Executive Director Business Support & Executive Director Programs

Action	Deliverable	Timeline	Responsibility
Build capacity of the sector to increase employment of Aboriginal and Torres Strait Islander people.	Enhance our partnerships by supporting ACCOs to innovate through providing human services training to their staff and transitioning Jesuit Social Services programs that work predominantly with Aboriginal and Torres Strait Islander participants to ACCOs where possible.	Dec 2022	General Manager Practice Development and Innovation
	Actively promote and engage Aboriginal and Torres Strait Islander people in workforce development and employment programs at Jesuit Community College	June 2022	General Manager Education, Training & Employment



## Governance



Action	Deliverable	Timeline	Responsibility
13.	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Dec 2021, Dec 2022	General Manager Practice Development and Innovation
Establish and maintain an effective RAP	Review and apply a Terms of Reference for the RWG.	May 2021	General Manager Practice Development and Innovation
Working group (RWG) to drive governance of the RAP.	Meet at least four times per year to drive and monitor RAP implementation.	Feb, May Aug & Nov 2021, 2022, 2023	Executive Director Programs
14	Meet at least four times per year to drive and monitor RAP implementation.	Feb, May Aug & Nov 2021, 2022, 2023	General Manager Practice Development and Innovation
Establish and maintain an Aboriginal Advisory Group.			
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2021	General Manager Practice Development and Innovation
	Engage our senior leaders and other staff in the delivery of RAP commitments.	Dec 2021, Dec 2022	CEO
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	June 2021	General Manager Practice Development and Innovation
	Appoint and maintain an internal RAP Champion from senior management.	July 2021	CEO
	Establish RAP projects to enable staff organisation wide to have input to RAP initiatives and drive activities.	Jan 2022, Jan 2023	General Manager Practice Development and Innovation

Action	Deliverable	Timeline	Responsibility
16	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, 2021, 2022	General Manager Practice Development and Innovation
Build accountability and transparency	Report RAP progress to all staff and senior leaders quarterly through our Quality newsletter and at	March, 2022 and 2023	Manager Quality, Risk and Compliance
through reporting RAP achievements,	two All Staff Days each year	June 2021, 2022	
challenges and		Oct 2021, 2022,	
learnings both internally and		Dec 2021, 2022	
externally.	Publically report our RAP achievements, challenges and learnings, annually.	Oct 2021, 2022	Manager Strategic Communications & Advocacy
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2022	Executive Director Programs
17	Register via Reconciliation Australia's website to begin developing our next RAP.	Nov 2022	General Manager Practice Development and Innovation
Continue our reconciliation journey by developing our next RAP.			
18	Provide an annual update to the Jesuit Social Services Board on progress against our RAP commitments.	Dec 2021, 2022	CEO
Provide opportunities for our Board to engage directly with our RAP.	Provide a cultural development opportunity for members of the Jesuit Social Services Board on an annual basis	Dec 2021, 2022	CEO



### **Contact**

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