



Reflect  
Reconciliation  
Action Plan

2021-2022

# ABOUT THE ARTIST

Rachael Swan completed the artwork for Lutheran Care's Reflect Reconciliation Action Plan in November 2019. It is titled "Places Lutheran Care services in Central Australia and Adelaide and surrounding areas". Rachael is a proud Pertame (Southern Aranda/Luritja) woman and is a staff member in our office in Alice Springs. She is an active member of our RAP Reference Group.

Rachael has written the following explanation of her work:

"In this painting I have painted a map of the communities that the Lutheran Care team travel to in Central Australia to help our people understand money and what it could be used for, to empower them to look after their families. The circles are the communities.

I have also included Lutheran Care's stakeholders, Government agencies and funding bodies that enable us to deliver our services. In the Northern Territory these services include our Financial Capability & Wellbeing program, Intensive Family Support Services (keeping children with their families- no more stolen generations which is a part of what reconciliation is about), and the Kwatja Etatha Playgroup (getting families together for children and parents to interact with one another in the peaceful church grounds). In South Australia, our services include Foster Care, Emergency Relief and other programs as well. The large circle at the bottom is Adelaide connected to Alice Springs.

This painting is a reflection of how I feel about Lutheran Care's work and especially how we are working with Aboriginal and Torres Strait Islander groups/families in relation to financial education and this Reflect Reconciliation Action Plan.

The rainbow serpent is a representation of how the land, rivers and hills were formed and our connection to our storyline and dreaming. The wavy "U" patterns on the rest of the painting can also represent travel, hills and distance.

The colors I used represent the colors of the desert (Central Australia) and the sea (Adelaide and surrounding areas)."





## ACKNOWLEDGEMENT

Lutheran Care celebrates Aboriginal and Torres Strait Islander cultures as the oldest continuing cultures in the world. We recognise Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land and respect their deep spiritual connection to land and water. We acknowledge the trauma, grief and loss of both past and present. We recognise and pay our respects to Elders past, present and emerging leaders and descendants.

## OUR RECONCILIATION VISION

Our vision is to build a strong foundation and enduring partnerships for relationships with Aboriginal and Torres Strait Islanders in the design, delivery and experience of our services in South Australia and the Northern Territory. Lutheran Care commits to a shared journey that supports reconciliation, healing and justice.





## MESSAGE FROM OUR CEO

I am delighted to present Lutheran Care's Reflect Reconciliation Action Plan. This plan represents a two year journey and the growth in our resolute commitment towards reconciliation and the creation of futures filled with wonderful opportunities for all Australians.

Lutheran Care has been working with Aboriginal and Torres Strait Islander communities across South Australia since 1969 and in the Northern Territory since 2009.

We strongly believe in the importance of building and maintaining respectful relationships with Aboriginal and Torres Strait Islander peoples, organisations and communities, in order to produce just, respectful and mutually beneficial outcomes.

We also recognise that reconciliation is an

evolving and purposeful journey that requires both commitment and effort. This being the case, Lutheran Care will continue to heal and grow our partnership with the Aboriginal and Torres Strait Islander people, communities and organisations to foster mutual understanding and harmony.

I wish to acknowledge the contribution of Lutheran Care's Aboriginal and Torres Strait Islander staff to the development of our Reflect RAP. I especially thank them for the cultural knowledge and wisdom they have shared through this process and share on a daily basis with their colleagues. I would also like to give a huge thanks to all members of our RAP Reference Group for their dedicated and passionate contribution towards the preparation of this plan.



Rohan Feegrade  
CEO  
Lutheran Care



# OUR RECONCILIATION JOURNEY

Lutheran Care is committed to reconciliation and walking together to achieve stronger and better outcomes for Aboriginal and Torres Strait Islander peoples. We believe that reconciliation is everybody's responsibility.

Lutheran Care has had deep relationships with Aboriginal and Torres Strait Islander communities over its 51 years of providing services in SA and 11 years of providing services in the NT. We value our membership with Reconciliation SA. We seek to strengthen our relationships with Aboriginal and Torres Strait Islander peoples and organisations through this RAP.

The formation of an internal Reconciliation Action Plan Reference Group in 2019 was an important first step. This group worked closely with our RAP Consultant, Craig Rigney, CEO of KWY over the last two years to develop this Reflect RAP. The RAP Reference group comprised staff from our NT office in Alice Springs and our SA offices and included Aboriginal and Torres Strait Islander staff and non-Aboriginal and Torres Strait Islander staff. It included members of our Executive Team, Management, Team Leaders and practitioners.

This Reference Group will continue to meet to help Lutheran Care achieve the Reflect RAP deliverables and to progress the goals of this Reflect RAP.

The work of this Reference Group focused on:

- meeting to discuss and share views in relation to developing aspects of the Reconciliation Action Plan
- conducting an all-staff survey on their understandings of Reconciliation
- developing principles, actions and deliverables for inclusion in the Reconciliation Action Plan
- commissioning the artwork for this Reconciliation Action Plan from one of our staff members, Rachael Swan.

Our staff survey conducted in October 2019 showed positive results, with the majority of staff showing understanding and empathy for Aboriginal and Torres Strait Islander peoples:

- 85% of staff stated they knew what Reconciliation is/means.
- 97% thought the relationship between Aboriginal and Torres Strait Islander and other Australians is very important
- 85% support celebrating key Reconciliation dates e.g. participating in National Reconciliation Week
- 92% believed Lutheran Care should provide more opportunities to learn about Aboriginal and Torres Strait Islander peoples/culture/histories

- 96% believe Lutheran Care should seek to build stronger relationships with Aboriginal and Torres Strait Islander people and organisations
- 90% thought Lutheran Care should seek to be an employer of choice for Aboriginal and Torres Strait Islander peoples.

The process to date has also uncovered gaps in our understandings and opportunities to explore, including how we visibly demonstrate our commitment to Reconciliation through our communication strategies and workplace environment. We are certain our desire to improve the relationship between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander peoples will drive ways of working and listening in Lutheran Care and deepen respect and understanding between cultures. Our plan to start a yarning group is part of this process.

We have also actively sought to explore opportunities for partnerships with Aboriginal Controlled Organisations, in areas of service delivery and as suppliers for our business operations. New and growing partnerships with Intract and with KWY are evidence of this commitment and we recognise the specialist knowledge and experience that these partnerships bring to Lutheran Care. The collaboration and sharing of expertise will no doubt increase the capacity of each organisation into the future.



## OUR RECONCILIATION PLAN FOR 2021 - 2022

### RELATIONSHIPS

**Principle:** *Lutheran Care aspires to build strong and trusting relationships with Aboriginal and Torres Strait Islander people and communities*

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	<ul style="list-style-type: none"> <li>Meet with local Aboriginal and Torres Strait Islander stakeholders and elders to develop and strengthen working relationships</li> </ul>	Dec 21,22	All Managers and Executive Team
2. Celebrate, support and actively participate in National Reconciliation Week	<ul style="list-style-type: none"> <li>Promote National Reconciliation Week to Lutheran Care staff through internal communication</li> <li>Encourage staff to attend National Reconciliation Week events in their own community</li> <li>Actively participate or lead at least one National Reconciliation Week event</li> </ul>	May 21,22	Marketing and Communications Officer Managers
3. Support Reconciliation SA	<ul style="list-style-type: none"> <li>Ensure membership of Reconciliation SA is current and continue to build the relationship between Lutheran Care and Reconciliation SA</li> <li>Request Reconciliation SA's calendar of events and activities for distribution to Lutheran Care staff</li> </ul>	Nov 21,22	CEO
4. Promote internal awareness of our RAP and encourage Aboriginal and Torres Strait Islander staff to meet together	<ul style="list-style-type: none"> <li>Launch event held in SA and NT to raise awareness of RAP commitment</li> <li>Yarning group established and meets regularly</li> </ul>	Mar 21	Executive Team
		Feb 21	RAP Reference Group

## RESPECT

**Principle:** *Fostering respect for Aboriginal and Torres Strait Islander cultures, histories and knowledge is important to Lutheran Care. We will increase our understanding about shared histories and promote ways in which Aboriginal and Torres Strait Islanders peoples and non-Aboriginal and Torres Strait Islander peoples can come together to celebrate Aboriginal and Torres Strait Islander cultures.*

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Investigate and Implement opportunities to promote Aboriginal and Torres Strait Islander cultural learning	<ul style="list-style-type: none"> <li>• Compile results of a survey to measure staff's current knowledge and understanding of Aboriginal and Torres Strait Islander cultures and the impact of colonisation</li> <li>• Conduct a review of cultural awareness training needs within Lutheran Care</li> <li>• Source cultural awareness training in SA and NT for Lutheran Care staff</li> </ul>	Jan 21  Mar 21  Jun 21,22	General Manager Development & Quality Executive Manager People & Culture  Executive Manager People & Culture  Executive Manager People & Culture
2. Celebrate, support and actively participate in NAIDOC Week	<ul style="list-style-type: none"> <li>• Promote NAIDOC Week to Lutheran Care staff through internal communication</li> <li>• Encourage staff to attend NAIDOC Week events in their own community</li> <li>• Actively participate or lead at least one NAIDOC Week event</li> </ul>	May 21,22  May 21,22  May 21,22	Marketing and Communications Officer  Executive Managers and Senior Manager Central Australia  Executive Managers and Senior Manager Central Australia
3. Visibly promote respect for Aboriginal and Torres Strait Islander cultures in our workplace	<ul style="list-style-type: none"> <li>• Include Aboriginal and Torres Strait Islander guest speakers in Lutheran Care's all of staff events</li> <li>• Develop an environmental audit tool to assess welcome and respect for Aboriginal and Torres Strait Islander culture in our workplaces</li> <li>• Display a framed Reconciliation statement in client and reception areas</li> <li>• Make available culturally appropriate toys and books for use in the reception areas and child related areas of Lutheran Care sites</li> </ul>	Ongoing  Mar 2021  Jan 2021  May 20,21	Executive Team  Chief Operations Officer  Marketing and Communications Officer Executive Team  Site Managers
4. Promote internal awareness of our RAP	<ul style="list-style-type: none"> <li>• Annual event held in SA and NT to raise awareness of RAP commitment.</li> </ul>	Mar 2021	Executive Team

## OPPORTUNITIES

**Principle:** *Lutheran Care recognises and appreciates the specialist knowledge, skills and experiences that Aboriginal and Torres Strait Islander people bring to our organisation. We are committed to greater inclusion of Aboriginal and Torres Strait Islander people in our workforce.*

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Identify current employment of Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> <li>Review on-boarding documentation and processes to identify Aboriginal and Torres Strait Islander staff and volunteers</li> <li>Conduct review of Lutheran Care staff and volunteers to establish baseline metrics of Aboriginal and Torres Strait Islander employment</li> </ul>	Mar 2021	Executive Manager People & Culture
2. Investigate opportunities for Aboriginal and Torres Strait Islander students	<ul style="list-style-type: none"> <li>Liaise with tertiary institutions and schools in relation to providing opportunities for Aboriginal and Torres Strait Islander students</li> </ul>	Apr 2021	Senior Manager Central Australia General Manager Development & Quality
3. Explore opportunities for Aboriginal and Torres Strait Islander suppliers	<ul style="list-style-type: none"> <li>Investigate opportunities to develop new commercial relationships with Aboriginal and Torres Strait Islander owned businesses</li> </ul>	Jun 2021	Executive Manager Finance

## GOVERNANCE

**Principle:** *Lutheran Care is committed to ensuring that Aboriginal and Torres Strait Islander voices are included in governance and decision-making*

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and maintain an effective RAP Reference Group to drive governance and monitor implementation of the RAP	<ul style="list-style-type: none"> <li>Maintain Aboriginal and/or Torres Strait Islander representation on the RAP Reference Group</li> </ul>	Jul 21,22	Development & QA Manager Executive Manager People & Culture
	<ul style="list-style-type: none"> <li>Annually review and update Terms of Reference for the RAP</li> </ul>	Jul 21,22	Development & QA Manager Executive Manager People & Culture
	<ul style="list-style-type: none"> <li>Meet at least four times per year to drive and monitor RAP implementation</li> </ul>	Ongoing	Development & QA Manager and Executive Manager People & Culture
2. Report RAP achievements and challenges internally and externally	<ul style="list-style-type: none"> <li>Report achievements and challenges to staff via CEO communication</li> </ul>	Jun & Dec 2021	Chief Executive Officer
	<ul style="list-style-type: none"> <li>Report progress in implementing our RAP to LUTHERAN CARE Board every 6 months</li> </ul>	Jun & Dec 2021	Chief Executive Officer

# Our RAP:

Chief Executive Officer: Rohan Feegrade  
E: [rfeegrade@lccare.org.au](mailto:rfeegrade@lccare.org.au)

External Consultant: Craig Rigney | CEO | KWY

## RAP Reference Group:

Adam Hamdorf | Andrea Konigsmann | Helene Schulz  
Jen Wagner | Jessica McAdam | Kelly-Anne Allen | Lavinia Hampton  
Leila Plush | Michelle Keane | Pippa Webb | Rachael Swan  
Stephanie McGarrigan

RAP 2021 - 2022  
[www.lccare.org.au](http://www.lccare.org.au)