



Reconciliation Action Plan

Dec 2019 - Dec 2020

ABOUT THE ARTIST

Rachael Swan completed the artwork for Lutheran Community Care's Reconciliation Action Plan in November 2019. It is titled "Places LCC 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 Community 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 LCC'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 Community Care's work and especially how we are working

with Aboriginal and Torres Strait Islander groups/families in relation to financial education and this 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 Community 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 Community Care commits to a shared journey that supports reconciliation, healing and justice.





MESSAGE FROM OUR CEO

It is with great pride that I present Lutheran Community Care's Reconciliation Action Plan. This plan represents our resolute commitment towards reconciliation and the creation of futures filled with wonderful opportunities for all Australians.

Lutheran Community Care has been working with Aboriginal and Torres Strait Islander communities across South Australia for the past 50 years and in the Northern Territory for the past 10 years.

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 Community Care will continue to heal and grow our partnership with the Aboriginal and Torres Strait Islander people and communities to foster mutual understanding and harmony.

I wish to acknowledge the contribution of Lutheran Community Care's Aboriginal and Torres Strait Islander staff to the development of our 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 greatly thank all members of our RAP Reference Group for their dedicated and passionate contribution towards the preparation of this Plan.



Rohan Feegrade
CEO
Lutheran Community Care



OUR RECONCILIATION JOURNEY

Lutheran Community 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 Community Care has had deep relationships with Aboriginal and Torres Strait Islander communities over 50 years of providing services in SA and 10 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 step in developing this RAP. This group worked closely with our RAP Consultant, Craig Rigney, CEO of Kurnar Winmil Yunti to develop this 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 LCC achieve the RAP deliverables and to progress the goals of this 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 LCC should provide more opportunities to learn about Aboriginal and Torres Strait Islander peoples/culture/histories
- 96% believe LCC should seek to build stronger relationships with Aboriginal and Torres Strait Islander people and organisations
- 90% thought LCC 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 Community Care and deepen respect and understanding between cultures.

OUR RECONCILIATION PLAN FOR 2019 - 2020

RELATIONSHIPS

Principle: *LCC 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"> Meet with local Aboriginal and Torres Strait Islander stakeholders and elders to develop and strengthen working relationships 	Dec 2020	All Managers and Executive Team
2. Celebrate, support and actively participate in National Reconciliation Week	<ul style="list-style-type: none"> Promote National Reconciliation Week to LCC staff through internal communication 	May 2020	Marketing & Communications Coordinator
	<ul style="list-style-type: none"> Encourage staff to attend National Reconciliation Week events in their own community 	May 2020	Managers
	<ul style="list-style-type: none"> Actively participate or lead at least one National Reconciliation Week event 	May 2020	Senior Manager Central Australia and Community Services Director
3. Support Reconciliation SA	<ul style="list-style-type: none"> Ensure membership of Reconciliation SA is current and continue to build the relationship between LCC and Reconciliation SA 	Nov 2020	CEO
	<ul style="list-style-type: none"> Request Reconciliation SA's calendar of events and activities for distribution to LCC staff 	Feb 2020	Marketing & Communications Coordinator
4. Promote internal awareness of our RAP	<ul style="list-style-type: none"> Launch event held in SA and NT to raise awareness of RAP commitment 	Mar 2020	Executive Team

RESPECT

Principle: *Fostering respect for Aboriginal and Torres Strait Islander cultures, histories and knowledge is important to LCC. 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"> Undertake a survey to measure staff's current knowledge and understanding of Aboriginal and Torres Strait Islander cultures and the impact of colonisation 	Jun 2020	Development Director and Executive Manager People & Culture
	<ul style="list-style-type: none"> Conduct a review of cultural awareness training needs within LCC 	Sept 2020	Executive Manager People & Culture
	<ul style="list-style-type: none"> Source cultural awareness training in SA and NT for LCC staff 	Oct 2020	Executive Team
	<ul style="list-style-type: none"> Include Aboriginal and Torres Strait Islander guest speakers in LCC's internal conferences/retreats 	Dec 2020	Executive Team
2. Celebrate, support and actively participate in NAIDOC Week	<ul style="list-style-type: none"> Promote NAIDOC Week to LCC staff through internal communication 	May 2020	Marketing & Communications Coordinator
	<ul style="list-style-type: none"> Encourage staff to attend NAIDOC Week events in their own community 	May 2020	Community Services Director and Senior Manager Central Australia
	<ul style="list-style-type: none"> Actively participate or lead at least one NAIDOC Week event 	May 2020	Community Services Director 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"> Develop an environmental audit tool to assess welcome and respect for Aboriginal and Torres Strait Islander culture in our workplaces 	Nov 2020	Business & Operations Director
	<ul style="list-style-type: none"> Display a framed Reconciliation statement in client and reception areas 	Feb 2020	Marketing & Communications Coordinator
	<ul style="list-style-type: none"> Make available culturally appropriate toys and books for use in the reception areas and child related areas of LCC sites 		Executive Team
4. Promote internal awareness of our RAP	<ul style="list-style-type: none"> Launch event held in SA and NT to raise awareness of RAP commitment. 	Mar 2020	Executive Team

OPPORTUNITIES

Principle: *Lutheran Community 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"> Review on-boarding documentation and processes to identify Aboriginal and Torres Strait Islander staff and volunteers Conduct review of LCC staff and volunteers to establish baseline metrics of Aboriginal and Torres Strait Islander employment 	Mar 2020	Executive Manager People & Culture
2. Investigate opportunities for Aboriginal and Torres Strait Islander students	<ul style="list-style-type: none"> Liaise with tertiary institutions and schools in relation to providing opportunities for Aboriginal and Torres Strait Islander students 	Apr 2020	Senior Manager Central Australia & Development Director
3. Explore opportunities for Aboriginal and Torres Strait Islander suppliers	<ul style="list-style-type: none"> Investigate opportunities to develop new commercial relationships with Aboriginal and Torres Strait Islander owned businesses 	Jun 2020	Executive Manger Finance

GOVERNANCE

Principle: *Lutheran Community 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	• Maintain Aboriginal and/or Torres Strait Islander representation on the RAP Reference Group	Jul 2020	Development Director and Manager People & Culture
	• Annually review and update Terms of Reference for the RAP	Jul 2021	Development Director and Manager People & Culture
	• Meet at least four times per year to drive and monitor RAP implementation	Ongoing	Development Director and Manager People & Culture
2. Report RAP achievements and challenges internally and externally	• Report achievements and challenges to staff via CEO Newsletter	Jun & Dec 2020	Chief Executive Officer
	• Report progress in implementing our RAP to LCC Board every 6 months	Jun & Dec 2020	Chief Executive Officer

Our RAP:

Chief Executive Officer: Rohan Feegrade
E: rfeegrade@lccare.org.au

External Consultant: Craig Rigney | CEO | KWY

RAP Reference Group:

Helene Schulz | Michelle Keane | Andrea Konigsmann |
Leila Plush | Adam Hamdorf | Rachael Swan |
Jessica McAdam

RAP Dec 2019 - Dec 2020
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