



Reconciliation ACTION PLAN

INNOVATE RAP



Family Violence Legal Service
Aboriginal Corporation (SA)

Reconciliation Action Plan

Proudly funded by the Australian Government
Department of the Prime Minister and Cabinet



Family Violence Legal Service Aboriginal Corporation (SA)

FVLSAC acknowledges the traditional owners of the lands across Australia and particularly the traditional owners in Port Augusta, Port Lincoln and Ceduna, the lands on which the FVLSAC offices are situated.

We pay our deep respects to Elders past, present and future.



Contents

Our Reconciliation Statement
Our Vision for Reconciliation
Our Work
Embracing Reconciliation
Acknowledging Impact and building respectful partnerships
Owning Responsibility to achieve Reconciliation
Our Reconciliation Action Plan 2015-2016
RAP Focus Areas
Relationships
Respect
Our Reconciliation Initiatives 2015-2016



Port Augusta

26 Jervois Street (PO Box 2087)
Port Augusta SA 5700
P 08 8641 2195
F 08 8641 2348
Freecall 1800 111 052
portaugusta@fvlsac.org.au

Port Lincoln

89 Liverpool St (PO Box 750)
P 08 8683 1896
F 08 8682 4825
Freecall 1800 309 912
portlincoln@fvlsac.org.au

Ceduna

17 McKenzie Street (PO Box 319)
Ceduna SA 5690
P 08 8625 3800
F 8625 3200
Freecall 1800 839 059
ceduna@fvlsac.org.au

ABN 56 370 326 897 | ICN 7499

Incorporated under the Corporation (Aboriginal & Torres Strait Islander) Act 2009

Our Reconciliation Statement

We are deeply sorry for and ashamed of the past history of Australia which saw the dispossession of Aboriginal and Torres Strait Islander peoples and We acknowledge the impact of colonisation and its legacy of profound social and economic disadvantage which continues to affect Aboriginal and Torres Strait Islander peoples today.

We respect and celebrate the resilience of Aboriginal and Torres Strait Islander peoples in ensuring the survival of the oldest continuous cultures on earth.

We commit to continue and strengthen our service delivery to Aboriginal and Torres Strait Islander people who are victim-survivors of family violence and/or sexual assault and to provide social and cultural support to assist our clients to obtain equitable access to the legal system. We strongly believe Reconciliation is everybody's business and all Australians should walk the Reconciliation journey together.

Our Vision for Reconciliation

Our vision for Reconciliation is an Australia where all Australians recognise, respect and advance the intrinsic rights, cultures and traditions of Aboriginal & Torres Strait Islander peoples and communities.

Reconciliation is more than words, it is about developing the capacity of Aboriginal and Torres Strait Islander peoples, communities and organisations through education, employment and leadership opportunities.

Reconciliation is a shared journey which sees Aboriginal and Torres Strait Islander peoples working together with all other Australians to make communities safer so that Aboriginal and Torres Strait Islander peoples enjoy the same level of physical, emotional and social wellbeing as all other Australians.

Reconciliation is an ongoing journey that requires our constant attention to and consideration of what respect, relationships and opportunities mean to Aboriginal and Torres Strait Islander people. We will ensure reconciliation is alive within the Family Violence Legal Service Aboriginal Corporation (FVLSAC) by:

- continually increasing our understanding and appreciation of Aboriginal & Torres Strait Islander cultures;
- providing opportunities for Aboriginal and Torres Strait Islander peoples to work for and contribute to our organisation;
- supporting Aboriginal and Torres Strait Islander victim survivors of Family Violence and Sexual Assault to realise their legal rights;
- continually reflecting on our progress.

Our Work

The Family Violence Legal Service Aboriginal Corporation is an independent, not for profit Aboriginal Corporation run by elected Board Members and a CEO. We are funded by the Federal Government to provide legal assistance to victims of family violence and sexual assault and to work with Aboriginal and Torres Strait Islander families and communities affected by violence.

As at July 2020, we employ 15 staff, 6 of whom are Aboriginal across our sites including and have 100% Aboriginal Board

- lawyers who provide free legal advice, information and referral as well as ongoing case work and representation to Aboriginal or Torres Strait Islander victim/survivors of family violence and sexual assault;
- Senior Managers
- Aboriginal Client Support Workers who provide client support, develop community education programs and help ensure our services are delivered in a culturally appropriate manner which responds to community needs; and
- Administration staff who are the first point of call for our clients, provide administrative support to our Client Support Workers, lawyers and CEO and ensure our service runs effectively; and
- CEO to oversee the running of our Organisation in accordance with directives from our Board of Directors.

Embracing Reconciliation

The Family Violence Legal Service Aboriginal Corporation joins with Aboriginal and Torres Strait Islander communities and the broader Australian community on the journey towards Reconciliation. We acknowledge Aboriginal and Torres Strait Islander peoples as the original custodians of this land and encourage all Australians to be proud of our unique connection to the world's oldest living culture. We recognise the unique status of Aboriginal and Torres Strait Islander peoples through our governance, management, planning, service delivery and the relationships we build.

In embracing Reconciliation we are honest about the challenges and the struggles, honest about where we have come from and honest about what is required to move forward on this journey. As an organisation we recognise the significance and importance of this reconciliation journey and aim to bring people together with openness and shared objectives.

Acknowledging Impact and building respectful partnerships

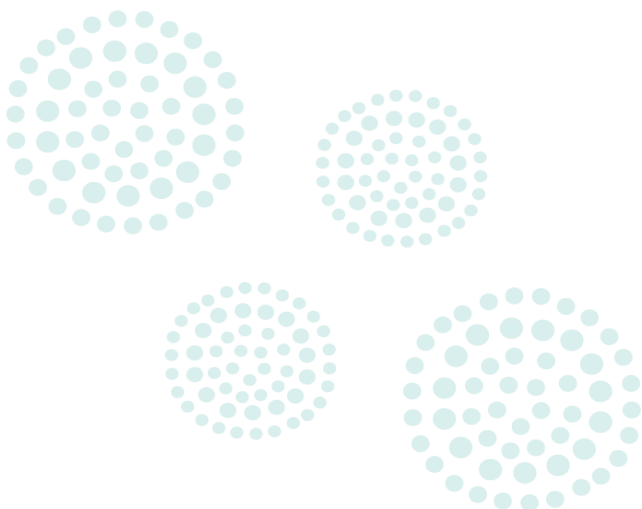
We understand the well-being of Aboriginal and Torres Strait Islander peoples is intrinsically linked to land, law, spirituality and culture, and recognise the profound negative consequences of marginalisation in the community. We acknowledge the negative impact of past and present laws, policies, and actions on Aboriginal and Torres Strait Islander peoples and the grief and sense of loss resulting from dispossession and the stolen generations. We respectfully listen to and are guided by our community to address the impact of marginalisation.

We enjoy strong partnerships with many Aboriginal and Torres Strait Islander community members and organisations.

We acknowledge We will only succeed if we are guided by Aboriginal and Torres Strait Islander peoples and organisations.

Owning Responsibility to achieve Reconciliation

We believe Reconciliation is a shared responsibility. The Family Violence Legal Service Aboriginal Corporation Board of Directors and staff own responsibility for enacting Reconciliation within our organisation. Our RAP commits us to action at individual, professional, organisational and community levels. We are committed to working together with Aboriginal and Torres Strait Islander peoples and our stakeholders to achieve Reconciliation.



Our Reconciliation Action Plan 2020-21

This Reconciliation Action Plan (RAP) was developed by a Working Group comprised of Aboriginal and non-Aboriginal staff members from all 3 sites. The Working Group consulted closely with all staff to ensure the RAP reflected the views of all staff members. Our RAP was then endorsed by our Board.

It was important for us as an organisation to ensure everybody had an opportunity to develop the RAP as we want a document which is more than a piece of paper and we realise we are all a part of the journey towards reconciliation.

The main objective of our RAP is to ensure Aboriginal and Torres Strait Islander cultures are fundamental to our workplace, service design and delivery. The RAP provides real actions that will have a positive impact on and aim to achieve measurable outcomes for the people and communities we work with.

The key priorities and goals have been identified and brainstormed through a collaborative process with all FVLSAC Aboriginal and Torres Strait Islander staff. We have endeavoured to list clear targets that can be easily measured when we review our progress.

2020/21 Key Priorities & Goals

- Ensuring the voices of Aboriginal and Torres Strait Islander people are heard throughout our organisation.
- Ensuring our services are responsive to the needs of Aboriginal and Torres Strait Islander peoples.
- Increasing our Aboriginal and Torres Strait Islander workforce.
- Ensuring that legal service delivery, client support services delivery and the policies of our organisation reflect Aboriginal and Torres Strait Islander culture.
- Ensuring outcome measures are developed and reporting commenced.

Relationships, Respect and Opportunities

Our RAP is aligned to three key values – Relationships, Respect and Opportunities.

Relationships – We value meaningful relationships as one of the foundations of everything we do. We believe that mutually respectful relationships between Aboriginal and Torres Strait Islander and non-Aboriginal and non-Torres Strait Islander people, organisations and communities are based on trust, understanding and actions that lead to shared outcomes and benefits.

Respect – We believe respecting the culture, country, spirituality and the history of Aboriginal and Torres Strait Islander people and communities is fundamental to the Reconciliation journey. We respect the unique knowledge, expertise and perspective that each of our Aboriginal and Torres Strait Islander staff bring to our organisation.

Opportunities – We acknowledge our Aboriginal and Torres Strait Islander staff know and understand Aboriginal and Torres Strait Islander communities and can help us all work best together with them. We believe that providing employment opportunities as well as supporting Aboriginal and Torres Strait Islander businesses and organisations are key strategies to add value and expertise to our Aboriginal organisation.



RAP Focus Areas

There are five (5) focus areas within the FVLSAC RAP. Each focus area is linked to one of the key values, Relationships, Respect or Opportunities.

Relationships	Respect	Opportunities
Focus Area 1 – Launching & Implementing our RAP We will launch our RAP and we will maintain our focus on Reconciliation by continuing to develop and implement our Reconciliation Action Plan.	Focus Area 3 – Acknowledging Traditional Owners and Elders We will acknowledge and recognise Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of this land.	Focus Area 5 – Human Resources Fully utilise the unique knowledge, expertise and perspective our Aboriginal and Torres Strait Islander members of staff bring to our organisation.
Focus Area 2 – Developing Partnerships and Improving Community Connections We will build our commitment to ensure our relationships with Aboriginal and Torres Strait Islander individuals, families, communities and organisations are meaningful, respectful and culturally safe.	Focus Area 4 – Service Delivery We will ensure our services are responsive to the cultural needs of individuals, families and communities.	Create a culturally safe and respectful workplace where people want to work.

OUR RECONCILIATION INITIATIVES 2020-21

RELATIONSHIPS

We value meaningful relationships as one of the foundations of everything we do. We aim to link our clients with culturally appropriate services in their communities. We believe that mutually respectful relationships between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Islander peoples, organisations and communities are based on trust, understanding and action that lead to shared outcomes and benefits.

Focus Area 1 – Launching & implementing our RAP

Action	Responsibility	Time Line	Measurable Targets
Internal and external promotion of the FVLSAC RAP	Operations Manager and CS Worker & CEO	July 2021	FVLSAC RAP Annual Review Presentation
	CEO	July 2021	FVLSAC RAP posted on Reconciliation Australia website, FVLSAC website and intranet
	CEO	July 2021	FVLSAC CEO to email all staff outlining the organisational commitment to the RAP
	Operational Manager and CS Worker	June 2021	The launch of the RAP and the organisation's commitment to Reconciliation to be a feature in the FVLSAC Newsletter yearly
Coordinate and monitor the implementation of the RAP	Operational Manager and CS Worker	July yearly	RAP reporting system in place
	CEO	June Yearly	Staff and Board informed of the RAP progress

Focus Area 2 - Developing Partnerships and Improving Community Connections

Action	Responsibility	Time Line	Measurable Targets
Build and strengthen existing relationships and develop new relationships with all key Aboriginal organisations and community groups in the Pt Augusta, Pt Lincoln and Ceduna regional areas	Chief Executive Officer & Senior CE/CS Worker	Yearly	Develop and Maintain on going partnerships with other Aboriginal Corporations and Community Groups
	Senior CS Worker and CS Workers	July Yearly Update	Maintain a register of Aboriginal and Torres Strait Islander communities, organisations and stakeholders within our local areas
Increased involvement and participation in local community forums, committees and collaborative initiatives by FVLSAC staff	Operations Manager, CS Worker	Yearly	CLSIS Project data statistics
Collaborate with organisation/s to develop culturally appropriate community programmes.	Operations Manager and CS Worker	Yearly	Further development of culturally appropriate effective community programmes
The RAP Working Group (RWG) continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	RAP Working Group	December 2020 and June 2021	RWG oversees the development, endorsement and launch of the RAP. Meet at least twice per year to monitor and report on RAP implementation.
Celebrate NRW by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.	Operations Manager and CS Worker	Ochre Ribbon Day, Reconciliation Week, and Naidoc Week	Organise at least one internal event each year.

OUR RECONCILIATION INITIATIVES 2020-21

RESPECT

FVLSAC believes that respecting the cultures, country, spirituality and the histories of Aboriginal and Torres Strait Islander peoples and communities is fundamental to the Reconciliation journey.

Focus Area 3 – Acknowledging Traditional Owners and Elders

Action	Responsibility	Time Line	Measurable Targets
Acknowledge Traditional Owners & Elders	CEO	July Annually	Each FVLSAC office displays an Acknowledgement of Country sign in its reception area.
	CEO	July Annually	All FVLSAC outgoing communications, including emails, mail and publications include an Acknowledgement of Country
	CEO	July Annually	That all FVLSAC meetings; including staff meetings, Board meetings and AGMs include an Acknowledgement of Country and where possible and appropriate a Welcome to Country
	Senior CE/CS Worker and CE/CS Workers	July Annually	That FVLSAC engages with Traditional Owners & Elders to perform Welcome to Country at major events whenever possible.
	Senior CE/CS Worker	July Annually	Raise awareness and overall understanding amongst our staff of the meaning and significance of Aboriginal and Torres Strait Islander protocols, such as Welcome to Country and Acknowledgment of Country.
Participate in and support significant cultural events and local events and celebrations	CE/CS Worker, Operations Manager and CEO	July Annually	That FVLSAC participates in and/or supports NAIDOC Week activities and other key local Aboriginal and Torres Strait Islander events and celebrations.
	CEO	July Annually	All staff are given the opportunity to attend local NAIDOC Week events on paid work time where the needs of the service allow, with priority given to Aboriginal and Torres Strait Islander staff.
	CS Worker	July Annually	Each FVLSAC office where possible host or participates in at least one NAIDOC Week activity in its regional area.

Focus Area 4 – Service Delivery

Action	Responsibility	Time Line	Measurable Targets
Increasing service delivery to Aboriginal and Torres Strait Islander peoples in remote communities	CEO Solicitors	June 2021 June 2021	Ongoing consultation with Community in Regional and Remote Service Delivery Area regarding community legal education and legal service delivery Increased FVLSAC solicitor outreach services and Programs to remote communities
Improve the marketing and delivery of legal and client support services	Senior CE/CS Worker and Senior Solicitors	Ongoing	Increased CLSIS statistics on advices and case opens
FVLSAC is a culturally safe environment for Aboriginal and Torres Strait Islander clients, visitors and community members	CEO Operations Manager and CS Workers CEO & Senior CE/CS Worker	June 2021 December 2020 December 2020	FVLSAC will develop and pilot a cultural awareness training program including a Cultural Orientation Handbook That all FVLSAC offices are decorated with artwork and/or posters that celebrate our commitment to Aboriginal and Torres Strait Islander culture Increased participation of CS Workers during client interviews
Where possible, that staff professional development opportunities are inclusive of Reconciliation with a particular focus on cultural awareness and cultural appropriateness in service delivery	Board & CEO CEO	December 2020 December 2020	Cultural awareness training is delivered to all staff regularly. All staff have the opportunity to undertake culturally appropriate training yearly and is part of the induction pack

OUR RECONCILIATION INITIATIVES 2020-21

Opportunities

FVLSAC acknowledges that Aboriginal and Torres Strait Islander staff who know and understand their communities, can help us work best together, and that providing employment opportunities as well as supporting Aboriginal and Torres Strait Islander businesses and organisations are key strategies to adding value, knowledge, expertise and perspective to our organisation.

Focus Area 5 – Human Resources

Action	Responsibility	Time Line	Measures
Increase the number of Aboriginal and Torres Strait Islander staff across all FVLSAC offices	Board & CEO CEO	June 2021 December 2020	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment Development of an Aboriginal and Torres Strait Islander recruitment and retention strategy and implementation of strategy commenced Establish relationships with key Aboriginal and Torres Strait Islander employment and training groups in the Port Augusta, Port Lincoln and Ceduna regional areas. Advertise all vacancies in Aboriginal and Torres Strait Islander media.
That Aboriginal & Torres Strait Islander staff opinions are heard and noted within the organisation	Senior CS Worker and Operations Manager and CEO Operations Manager Operations Manager	June 2021 July 2015 September 2015	Quarterly ATSI Staff Group Meetings Report from Aboriginal and Torres Strait Islander staff forum to be provided to CEO. Second meeting of Aboriginal and Torres Strait Islander staff forum & report
Increase Aboriginal and Torres Strait Islander supplier diversity opportunities	Senior CS Worker and CS Workers at individual sites	December 2020	Maintain a register of Aboriginal and Torres Strait Islander businesses to be utilised as suppliers for FVLSAC Educate staff about using Aboriginal and Torres Strait Islander businesses. Develop at least one commercial relationship with an Aboriginal or Torres Strait Islander business.

Tracking Progress & Reporting

FVLSAC will maintain accountability to our Reconciliation Action Plan by monitoring its progress and reporting on its outcomes. Information about our progress will be made available to our Board and staff and shared externally with our stakeholders and the broader community.

Action	Responsibility	Timeline	Measurable Targets
Communicate progress on RAP actions	Operations Manager/ CS Worker CEO	June 2020 January 2021	Annual Report on progress of RAP launch & implementation provided to CEO and Staff RAP progress report to be provided to the Board
Staff consultation conducted to ensure all staff are provided an opportunity to Reflect on our reconciliation journey	Operations Manager/ CS Worker	August Annually	Feedback will be invited [via email] and discussed in Regional Staff Meeting from all staff in relation to the implementation and progress of the RAP
Review and refresh our RAP to ensure its up to date and we are reflecting on lessons learned	RAP Working Group CEO CEO	September annually Dec 2020 June 2021	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually Review our RAP annually and revise as necessary. Report to the Board

For more information about our RAP, please contact Tosha Sambo on 08 8641 2348 or Tosha.Sambo@fvlsac.org.au.

All artwork has been designed and created by Coober Pedy local Katrina Williams, for the use and promotion of publications developed by the Family Violence Legal Service Aboriginal Corporation (SA). The painting depicts a story about Aboriginal ladies going to bush to get wild bush tuckers.

