

INNOVATE

RECONCILIATION ACTION PLAN

August 2020 - August 2022



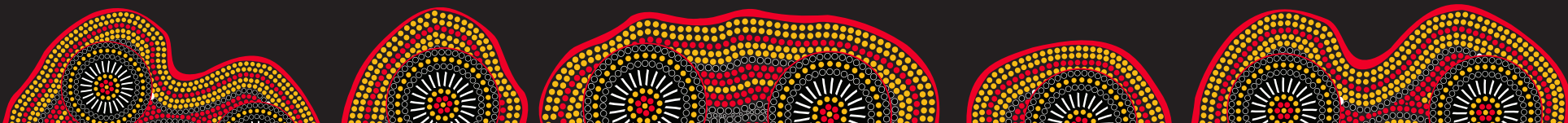
RECONCILIATION
ACTION PLAN

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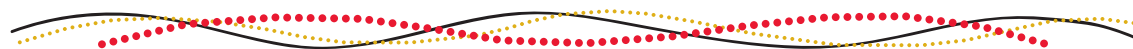




The Aboriginal artwork which adorns this RAP was designed by Tony Hansen. Tony identifies as an Aboriginal man, connected to the Noongar Country and people of the South-West of Western Australia; with tribal links and connections to the Wilman, Great Southern Noongar and Wagyl Kaip tribal boundaries. This design is about bringing children, young people and families together around the yarning circle, to engage and participate in healing of trauma and counselling; by engaging around the yarning circle we hope to provide all children with the best hope and start to life and be safe.



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Acknowledgement of Country

Parkerville Children and Youth Care respectfully acknowledge Aboriginal and Torres Strait Islander peoples as Traditional Owners of this land, and we pay our respect to their Elders past, present and future. We respectfully recognise all cultures that make up our diverse community and that share our values; may we continue to work together to raise our children to be safe and strong.

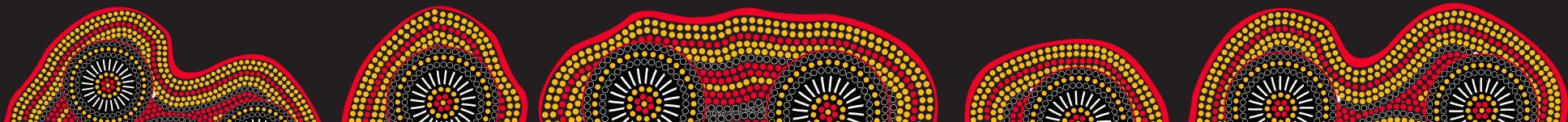


MESSAGE FROM THE STAFF

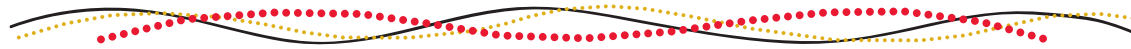


Parkerville Children and Youth Care prioritise providing a safe environment for all children, young people, adults and families that access the organisation's services. With respect to this philosophy, we are proud to launch our first Reconciliation Action Plan (RAP), with full endorsement by the staff, RAP Advisory Committee, Board of Management and Reconciliation Australia.

The RAP formalises our commitment to reconciliation and contributes towards our vision for reconciliation; that every Aboriginal and Torres Strait Islander child, young person and family experiences equality, dignity and respect in their lives, have access to culturally competent, safe and secure services that meet their needs and that all children, young people and families are supported to thrive and reach their full potential.



ABOUT US



Parkerville Children and Youth Care advocate for and provide specialist care and services to those most vulnerable in the community including children, young people, adults and families who have experienced trauma from abuse.

From our early conception as an orphanage in 1903, we deliver therapeutic, family support, early intervention and prevention of abuse, youth and foster care services to some 13,000 children, young people, adults and their families in Western Australia a year.

Over 165 staff are employed by Parkerville Children and Youth Care with a range of professional experience, educational backgrounds and skills. Staff include psychologists, social workers, occupational therapists, professional and respite carers, administrative and corporate staff.

We are committed to developing innovative and culturally safe services in partnership with government, not-for-profit organisations and the community to meet the needs of local families and improve outcomes for them.

Our Mission

To protect, care, advocate and promote recovery for children and young people who have experienced trauma from abuse, to support families and to work with the community to prevent child abuse.

Our Vision

To create a community that is free from child abuse so that children have the opportunity to grow to their full potential.

Our Values

BOLD & CORAGEOUS

- We stand up for what is right and assist to amplify the voices of the children, young people, families and communities we support.

CURIOUS & HUMBLE

- We search out information and data that will help us to remain on the forefront of all that we do

CARING & RESPECTFUL

- We acknowledge and embrace the diversity and individuality of all we meet and those we serve.

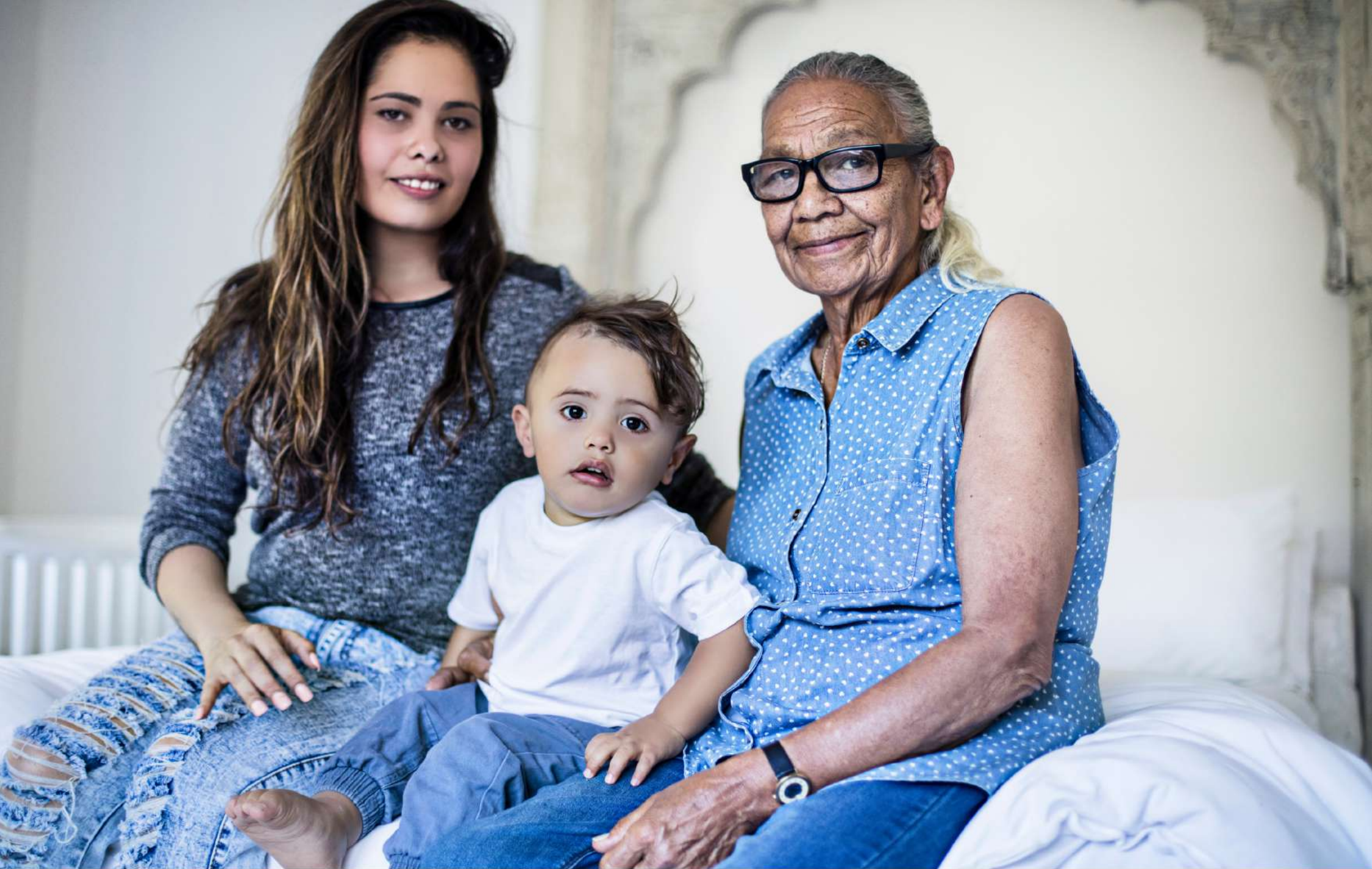
HOPEFUL

- We believe in the power of positivity and are optimistic to change, having faith that together we can overcome any challenge we may face.

TRUTH TELLING & ACCOUNTABILITY

- We are committed to being open, honest and taking responsibility for our actions.





WHAT WE DO

Services We Provide

Parkerville Children and Youth Care supports the Western Australian community by providing:

- Safe, nurturing and healing homes for children and young people who can no longer live with their families
- Specialist mental health services for children, young people and adults who have experienced trauma from abuse
- Reparative experiences with trusting and safe relationships that allow children, young people and families to heal from the harmful impacts of trauma
- Support to help families find their strengths, connect with family, community and culture so they can thrive and stay safe together
- Education and early intervention to the community so they can be better informed and help their children develop their full potential and stay safe
- High-quality education for professionals on the prevention, impacts and treatment of trauma from abuse

Parkerville Children and Youth Care has led Australia's Child Advocacy Centre, constructing two of these centres in the high-need areas of Armadale and Midland since 2011. The function of a Child Advocacy Centre is to prevent and respond to child abuse; rather than the child and family having to go to multiple services in multiple locations, the team of child abuse professionals sit together. Parkerville have several offices located in Armadale, Midland, Mirrabooka, Parkerville and Geraldton. Parkerville Children and Youth Care employ approximately 165 staff, 5 of whom identify as Aboriginal and/or Torres Strait Islander which approximates population parity for Aboriginal and Torres Strait Islander peoples.

Who We Provide Services To

Parkerville Children and Youth Care support children, young people and families who...

- Have experienced child sexual abuse, physical abuse, emotional abuse, neglect and family violence
- Display challenging and sometimes harmful behaviour
- Are at risk of harm
- Need extra support to reach their potential and thrive
- Identify as Aboriginal and/or Torres Strait Islander
- Are from Culturally and Linguistically Diverse backgrounds
- Are sexually or gender diverse
- Have a disability

Safeguarding Children

Parkerville Children and Youth Care is accredited as a Child Safe Organisation. We are committed to ensuring every child, young person and family engaging in our services are safe and treated with respect at all times. As a Child Safe Organisation, we consciously and systematically create an environment and culture, adopt strategies and take actions to promote wellbeing and prevent harm to children and young people, for today and in the future.



OUR RECONCILIATION JOURNEY SO FAR



In 2017, Parkerville Children and Youth Care partnered with Yokai Healing our Spirit, an Aboriginal Community Controlled Organisation with a state-wide community mandate to support the needs of individuals and families in WA who have been adversely affected by policies and practices of separating Aboriginal people from their families, communities, countries and cultures.

Another step in our journey to cultural competence and to formalise our commitment to reconciliation with Aboriginal and Torres Strait Islander people, in 2018 Parkerville Children and Youth Care invited Kambarang Services to assist our organisation to develop a Reconciliation Action Plan.

The Reconciliation Action Plan will enable our organisation to contribute to reconciliation by:

- Strengthening relationships with Aboriginal and Torres Strait Islander people, communities, organisations, and the broader Australian community
- Increasing cultural awareness and competence of all staff working at the organisation
- Ensuring more effective and relevant service delivery to Aboriginal and Torres Strait Islander people and communities
- Developing more opportunities in our organisation to improve socio-economic outcomes for Aboriginal and Torres Strait Islander people and communities

Our Reconciliation Action Plan

Parkerville Children and Youth Care is fully committed to the development and implementation of a Reconciliation Action Plan (RAP). We strongly believe this will provide the best framework for us to better work with the Aboriginal and Torres Strait Islander community, contributing towards the broader Reconciliation movement and our Reconciliation Vision.

Given the over-representation of Aboriginal and Torres Strait Islander children and young people who experience adverse social and emotional wellbeing outcomes and require high levels of support from organisations such as ours, it is imperative that our Reconciliation efforts are given the highest priority and guided by an endorsed framework such as this.

Our RAP has the full endorsement of the Board, CEO, Senior Management Group (SMG) and staff of Parkerville Children and Youth Care and is championed by our Co-Director of OOHHC Tony Hansen. This is reflected in the composition of our RAP Advisory Committee, which includes representatives from the Board and SMG as well as Aboriginal and non-Aboriginal staff members that work across various sites and in differing roles (full list as shown in appendix).

Our Vision For Reconciliation

That every Aboriginal and Torres Strait Islander child, young person and family experiences equality, dignity and respect in their lives, have access to culturally competent, safe and secure services that meet their needs and that all children, young people and families are supported to thrive and reach their full potential.



UNDERLYING PILLARS FOR OUR RECONCILIATION ACTION PLAN



1. RELATIONSHIPS

We are committed to developing innovative and culturally safe services in partnership with government, not-for-profit organisations, Aboriginal Community Controlled Organisations and communities, in order to best meet the needs of and improve outcomes for the children, young people and families we serve.



2. RESPECT

We seek to ensure that our staff have a comprehensive understanding of and respect for Aboriginal and Torres Strait Islander cultures, histories and achievements. We recognise this is critical to providing culturally safe services for children, young people and families.



3. OPPORTUNITIES

We seek to work with Aboriginal and Torres Strait Islander communities and organisations to achieve improved employment outcomes, helping to build a culturally secure workforce, increasing supplier diversity and procurement opportunities, and exploring new partnership opportunities.



4. GOVERNANCE, TRACKING PROGRESS AND REPORTING



PILLAR 1 ~ RELATIONSHIPS



Parkerville Children and Youth Care are committed to developing innovative and culturally safe services in partnership with government, not-for-profit organisations, Aboriginal Community Controlled Organisations and communities, in order to best meet the needs of and improve outcomes for the children, young people and families we serve.

Action	Deliverable	Timeline	Responsibility
1 Raise internal and external awareness of our RAP to promote reconciliation in our organisation and the wider community	<ul style="list-style-type: none"> i. Design and produce co-branded Aboriginal and Torres Strait Islander specific Parkerville Children and Youth Care resources (including marketing materials and a t-shirt for staff to wear when at work or work events) ii. Develop and implement a strategy to communicate and make available our RAP to all internal and external stakeholders iii. Include acknowledgement and recognition of Aboriginal and Torres Strait Islander communities and information about our RAP wherever possible (e.g. flags in offices, co-branded print and online resources, images of Aboriginal people etc.) iv. Promote reconciliation through ongoing active engagement with staff and other stakeholders across all Parkerville Children and Youth Care sits and offices 	<ul style="list-style-type: none"> i. August 2020 ii. December 2020 iii. December 2020 iv. December 2020 	<ul style="list-style-type: none"> i. Co-Director OOHC / Marketing Manager ii. Co-Director OOHC / Marketing Manager iii. Co-Director OOHC / Marketing Manager iv. Co-Director OOHC
2 Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander people, communities and organisations	<ul style="list-style-type: none"> i. Establish an external Aboriginal and Torres Strait Islander Advisory Group to provide cultural advice and guidance to the organisation ii. Develop and implement an engagement plan to work with identified Aboriginal and Torres Strait Islander stakeholders iii. Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement iv. Develop partnership agreements with local Aboriginal Community Controlled Organisations, with the aim of enhancing service provision for Aboriginal and Torres Strait Islander children, young people and families v. Explore new opportunities to form relationships/partnerships with Aboriginal and Torres Strait Islander groups or organisations, the benefits of which support improved outcomes for Aboriginal and Torres Strait Islander people, communities and organisations 	<ul style="list-style-type: none"> i. August 2020 ii. November 2020 iii. December 2020 iv. March 2021 v. March 2021 	<ul style="list-style-type: none"> i. Co-Director OOHC ii. Co-Director OOHC iii. Co-Director OOHC iv. Co-Director OOHC v. Co-Director OOHC



PILLAR 1 ~ RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
3 Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	i. Support National Reconciliation Week (NRW) locally, and where possible have at least one organisation representative attend the official National Reconciliation Week WA Breakfast and local Walk for Reconciliation event ii. Organise at least one internal event for NRW each year and register all NRW events via Reconciliation Australia's NRW website iii. Extend an invitation to and help facilitate arrangements for Aboriginal and Torres Strait Islander staff and/or community members to share their reconciliation experiences or stories at Parkerville Children and Youth Care NRW events iv. Encourage staff members to recognise, promote and celebrate NRW in each Parkerville Children and Youth Care office v. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. vi. Support staff to participate in external NRW events as a representative of Parkerville Children and Youth Care (with Line Manager approval) vii. RAP Advisory Committee members to participate in an external NRW event.	i. May/June 2021,2022 ii. May/June 2021,2022 iii. May/June 2021,2022 iv. May/June 2021,2022 v. May/June 2021,2022 vi. May 2021,2022 vii. May 2021,2022	i. Co-Director OOHC ii. Co-Director OOHC iii. Co-Director OOHC / Marketing Manager iv. CEO v. Marketing Manager vi. Co-Director OOHC Marketing Manager vii. Co-Director OOHC

PILLAR 1 ~ *RELATIONSHIPS*

Action	Deliverable	Timeline	Responsibility
4 Promote positive race relations through anti-discrimination strategies.	i. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. ii. Develop, implement and communicate an anti-discrimination policy for our organisation. iii. Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy. iv. Educate senior leaders on the effects of racism.	i. June 2021 ii. June 2021 iii. June 2021 iv. June 2021	i. Co-Director OOHC ii. Co-Director OOHC iii. Co-Director OOHC iv. Co-Director OOHC
5 Explore partnership opportunities that promote reconciliation outcomes	i. Explore opportunities for partnerships with Universities to provide Aboriginal and Torres Strait Islander student Student Placements ii. Partner with Yokai: Healing Our Spirit to provide places for healing activities and reconciliation work	i. December 2020 ii. August 2020	i. Co-Director OOHC and Quality Manager ii. CEO and Co-Director OOHC



PILLAR 2 ~ RESPECT



Parkerville Children and Youth Care seeks to ensure that our staff have a comprehensive understanding of and respect for Aboriginal and Torres Strait Islander cultures, histories and achievements. We recognise this is critical to providing culturally safe services for Aboriginal and Torres Strait Islander children, young people and families.

Action	Deliverable	Timeline	Responsibility
6 Engage staff in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	<ul style="list-style-type: none"> i. Develop a specific best practice Cultural Safety Training Package for staff who engage with and provide services to Aboriginal and Torres Strait Islander children, young people and families in their role ii. Continue to develop and implement an Aboriginal and Torres Strait Islander Cultural Awareness Training Strategy for Parkerville staff iii. Investigate opportunities to work with local Traditional Owners and/or Aboriginal Consultants to develop Cultural Awareness Training packages iv. Provide opportunities for RAP Advisory Committee members, HR managers and other key leadership staff to participate in formal and structured cultural learning. 	<ul style="list-style-type: none"> i. December 2020 ii. December 2020 iii. December 2020 iv. August 2020 	<ul style="list-style-type: none"> i. Co-Director OOHC /Quality Manager ii. Co-Director OOHC/ Quality Manager iii. Co-Director OOHC iv. Co-Director OOHC
7 Improve cultural awareness amongst staff in relation to the specific needs of Aboriginal and Torres Strait Islander children and young people	<ul style="list-style-type: none"> i. Conduct a review of the specific cultural safety needs of Aboriginal and Torres Strait Islander children and young people as they relate to the cultural competencies required amongst Parkerville staff. ii. Identify or develop a tailored cultural learning package that addresses the specific cultural safety needs of Aboriginal and Torres Strait Islander children and young people in consultation with local Traditional Owners and/or Aboriginal Consultants. iii. Deliver Cultural Safety Training to Parkerville Children and Youth Care staff and Board members via internal In-Service training sessions. 	<ul style="list-style-type: none"> i. March 2021 ii. April 2021 iii. April 2021 	<ul style="list-style-type: none"> i. Co-Director OOHC /Quality Manager ii. Co-Director OOHC/ Quality Manager iii. Co-Director OOHC

PILLAR 2 ~ RESPECT

Action	Deliverable	Timeline	Responsibility
8 Engage staff in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to and Acknowledgement of Country, to ensure there is a shared meaning	<ul style="list-style-type: none"> i. Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country ii. Display an Acknowledgment of Country sign in a prominent and easily visible place in all Parkerville Children and Youth Care sites and offices iii. Explore opportunities to incorporate Aboriginal and Torres Strait Islander interpretive material into buildings and gardens owned by Parkerville Children and Youth Care iv. Include an Acknowledgement of Country at the commencement of all important internal and external meetings v. Encourage staff to include an Acknowledgement of Country at the commencement of all meetings vi. Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year. 	<ul style="list-style-type: none"> i. December 2020 ii. January 2021 iii. December 2020 iv. August 2020 v. August 2020 vi. August 2020 	<ul style="list-style-type: none"> i. Co-Director OOHC / Quality Manager ii. Co-Director OOHC iii. Co-Director OOHC iv. CEO v. CEO vi. Co-Director OOHC
9 Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week	<ul style="list-style-type: none"> i. Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week ii. Support an external NAIDOC Week community event iii. RAP Advisory Committee to participate in an external NAIDOC Week event iv. Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week. v. Promote and encourage participation in external NAIDOC events to all staff. 	<ul style="list-style-type: none"> i. July 2021, 2022 ii. July 2021, 2022 iii. July 2021, 2022 iv. May 2021 v. July 2021, 2022 	<ul style="list-style-type: none"> i. Co-Director OOHC ii. Co-Director OOHC iii. Co-Director OOHC iv. Co-Director OOHC v. Co-Director OOHC / Marketing Manager



PILLAR 3 ~ OPPORTUNITIES



Parkerville Children and Youth Care seeks to work with Aboriginal and Torres Strait Islander communities and organisations to achieve improved employment outcomes, helping to build a culturally secure workforce, increasing supplier diversity and procurement opportunities, and exploring new partnership opportunities.

Action	Deliverable	Timeline	Responsibility
10 Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	i. Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention Strategy, including the following elements:	i. December 2021	i. HR Officer
	ii. Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities	ii. December 2021	ii. HR Officer
	iii. Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development	iii. January 2022	iii. HR Officer
	iv. Advertise all vacancies in Aboriginal and Torres Strait Islander media	iv. January 2022	iv. HR Officer
	v. Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace	v. December 2021	v. HR Officer
	vi. Include in all job advertisements, 'Aboriginal and Torres Strait Islander people are encouraged to apply.'	vi. October 2020	vi. HR Officer
	vii. Engage with external Aboriginal and Torres Strait Islander people and/or consultants to advise on recruitment, employment and retention strategies, including professional development	vii. January 2021	vii. HR Officer
	viii. Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	viii. January 2021	viii. HR Officer



PILLAR 3 ~ OPPORTUNITIES

Action	Deliverable	Timeline	Responsibility
11 Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation	<ul style="list-style-type: none"> i. Develop a list of Aboriginal and Torres Strait Islander businesses in the regions in which Parkerville operates which can be used to procure goods and services, where these goods and services are competitive in pricing and quality of product ii. Explore the potential for partnership with the Noongar Chamber of Commerce iii. Develop and implement an Aboriginal and Torres Strait Islander procurement strategy. iv. Investigate Supply Nation membership. v. Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. vi. Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses. 	<ul style="list-style-type: none"> i. June 2021 ii. June 2021 iii. June 2021 iv. June 2021 v. June 2021 vi. June 2021 	<ul style="list-style-type: none"> i. Co-Director OOHC ii. CO-Director OOHC iii. CO-Director OOHC iv. CO-Director OOHC v. CO-Director OOHC vi. CO-Director OOHC



PILLAR 4 ~ GOVERNANCE, TRACKING PROGRESS AND REPORTING



Action	Deliverable	Timeline	Responsibility
12 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	i. SMG to oversee the launch and ongoing implementation of the RAP, and will incorporate a Standing Item for the RAP in their monthly Meeting Agenda ii. SMG to meet bi-annually with representatives from the Committee (Aboriginal Practice Leader and Board representative where possible) to monitor progress and review minutes from Committee Meetings iii. Review progress of RAP deliverables bi-annually against agreed timelines and Committee Reports, SMG feedback to be provided to Committee iv. RAP to be included in Parkerville Children and Youth Care regular quality review process and audited annually for compliance and system improvement suggestions	i. July 2021 ii. July 2021 iii. July 2021 iv. December 2021	i. CEO ii. CEO and SMG iii. CEO and SMG iv. Quality Manager and CO-Director OOH



PILLAR 4 ~ GOVERNANCE, TRACKING PROGRESS AND REPORTING

Action	Deliverable	Timeline	Responsibility
13 Establish and maintain an effective RAP Advisory Committee to drive governance of the RAP.	<ul style="list-style-type: none"> i. Maintain a RAP Advisory Committee composed of representatives from the staff, Senior Management Group (SMG) and the Board of Parkerville, inclusive of Aboriginal and non-Aboriginal Members ii. RAP Advisory Committee to review its Terms of Reference iii. RAP Advisory Committee to meet at least quarterly to review and report on the progress of the RAP, a copy of meeting minutes and progress reports to be provided to SMG by nominated representatives from the Committee 	<ul style="list-style-type: none"> i. March 2021 ii. March 2021 iii. March 2021 	<ul style="list-style-type: none"> i. Board Chair ii. Board Chair iii. Board Chair
14 Report on RAP achievements, challenges and learnings	<ul style="list-style-type: none"> i. Committee to report on key achievements, challenges and learnings in their bi-annual review of the RAP provided to SMG, for feedback from SMG ii. Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually iii. Publicly report on key RAP achievements, challenges and learnings iv. Explore participation in the Workplace RAP Barometer 	<ul style="list-style-type: none"> i. July 2020, 2021 ii. September 2020, 2021 iii. August 2020, 2021 iv. May 2022 	<ul style="list-style-type: none"> i. CO-Director OOHC ii. CO-Director OOHC iii. CO-Director OOHC and Marketing iv. CO-Director OOHC
15 Review, refresh and update RAP	<ul style="list-style-type: none"> i. Liaise with Reconciliation Australia to develop, draft and submit a new RAP based on achievements, challenges and learnings, for formal endorsement 	<ul style="list-style-type: none"> i. December 2021 	<ul style="list-style-type: none"> ii. CO-Director OOHC





For further information about Parkerville Children and Youth Care, the services we provide or our Reconciliation Action Plan, please get in touch

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