

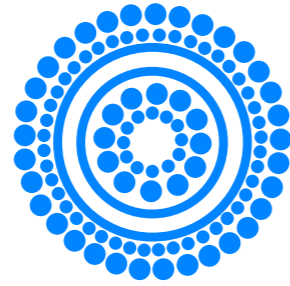


# INNOVATE

## RECONCILIATION ACTION PLAN

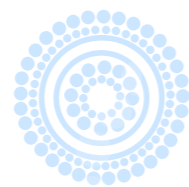
May 2021 – May 2023





# ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to lands, waters and communities. We pay our respects to Aboriginal and Torres Strait Islander cultures, and to Elders both past and present. We recognise connection to Country as integral to health and wellbeing.



## Artist statement

This artwork shows ReachOut at the centre, with the first outer circles representing wellbeing, connection and learning. The outer circles represent ReachOut's community and everyone they have helped and will help in the future. The final circles represent celebrating our diversity and encouraging our differences.

The shades of brown that surround all of our stories acknowledge our land remembering that it always was, and always will be traditional Aboriginal land.

Rheanna Lotter is a proud Yuin woman and founder of Ngandabaa (Yun-Da-Baa; named after her grandfather Keith Thorne). Growing up in Willow Vale in the NSW Southern Highlands, Rheanna now lives and works in Western Sydney. Rheanna has worked with many companies and clients around Australia to showcase modern and contemporary Aboriginal art, sharing culture in unique ways and creating artworks for all Australians to enjoy. ReachOut thanks Rheanna for her ongoing work creating artwork for our community to enjoy, connect with and learn from.

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# OUR VISION FOR RECONCILIATION

ReachOut Australia's vision is for an inclusive, compassionate and cohesive Australia that truly embraces and is proud of Aboriginal and Torres Strait Islander cultures. We strive to ensure that all Aboriginal and Torres Strait Islander young people have the opportunity and means to lead lives that are happy and well.

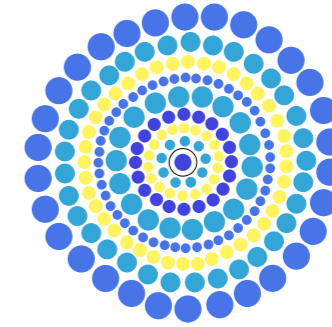
We are committed to reconciliation between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians, and to working to improve health outcomes. We honour the unique cultural rights of Aboriginal and Torres Strait Islander peoples and the resilience, strength and pride of their communities.

ReachOut has a strong commitment to working in partnership with Aboriginal and Torres Strait Islander communities to deliver an inclusive service that meets their needs and contributes to improved mental health and wellbeing outcomes.

As a mental health organisation, we will live out this vision by recognising, seeking out and including the unique expertise of Aboriginal and Torres Strait Islander peoples in ways that help us to enhance and improve our service as a whole.

At ReachOut, our Beyond2020 vision is to innovate and expand our products and services to provide all young people in Australia with the help and support that is right for them. By ensuring that more Aboriginal and Torres Strait Islander peoples are able to access our service, and will find it helpful, we will move closer towards our goals of reconciliation and of fulfilling our Beyond2020 vision.

# FROM OUR CHAIR AND CEO



Welcome to ReachOut's third Reconciliation Action Plan, our Innovate Reconciliation Action Plan.

Welcome to *Innovate Reconciliation Action Plan*, ReachOut's third Reconciliation Action Plan.

We recognise that Aboriginal and Torres Strait Islander peoples experience unacceptably high rates of psychological distress, suicide and intergenerational trauma. We also recognise that Aboriginal and Torres Strait Islander peoples continue to demonstrate resilience and strength despite the historical and contemporary impacts of colonisation and racism. The goals and actions outlined in our *Innovate Reconciliation Action Plan* seek to drive real change for Aboriginal and Torres Strait Islander young people and their families, by bolstering their resilience and strength, and addressing protective factors for mental health and wellbeing.

ReachOut is committed to working in partnership with the First Nations peoples of Australia to identify and address the social and cultural determinants of mental health and wellbeing. We are dedicated to developing our capacity to listen to, learn from and connect with Aboriginal and Torres Strait Islander peoples so that we can support and improve social and emotional wellbeing in meaningful ways.

Key to this work is connecting with and supporting parents and families, Elders, educators, and the organisations and communities that support young people and families. We also extend our commitment to becoming an Aboriginal and Torres Strait Islander employer of choice and to working with Aboriginal and Torres Strait Islander suppliers.

Since our *Reflect Reconciliation Action Plan*, we have seen, across all our teams at ReachOut, some incredible growth in the organisation's reconciliation, including an annual presence at Yabun Festival, cultural training for all staff, and new *Yarn Up* stories featured on ReachOut.com.

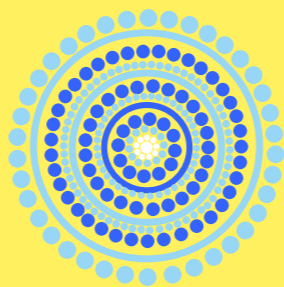
We acknowledge that, in our commitment to supporting Aboriginal and Torres Strait Islander young people, there is a lot more work to be done. We are proud of our partnerships with the people and organisations who are supporting and guiding us in this work. Underpinning these goals and actions is our overarching philosophy of learning from Aboriginal and Torres Strait Islander peoples and engaging in reciprocal partnerships.

ReachOut's *Innovate Reconciliation Action Plan* is grounded in our values of compassion, generosity, inclusiveness, responsibility, fun and courage.

We would like to thank the staff, Board, volunteers and supporters of ReachOut, and the partners that work alongside us in implementing our Reconciliation Action Plan, for their ongoing support and commitment to reconciliation.

**Andrew Wilson**  
Chair, ReachOut Australia

**Ashley de Silva**  
Chief Executive Officer, ReachOut Australia



## OUR BUSINESS

**ReachOut is the most accessed online mental health service for young people and their parents or carers in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents and carers makes it easier for them to help their teenagers, too.**

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use. Accessed by more than 2.5 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

Currently, 4–5 per cent of our service users identify as an Aboriginal and/or Torres Strait Islander person, which is measured in monitoring and evaluation activities (including annual user, longitudinal studies and routine service monitoring).

ReachOut currently employs 61 staff, who work across Digital, Service Design and Delivery, Research, Marketing & Fundraising, Government Relations & Communications, and Operations teams. The ReachOut office is located in Pymont, Sydney on the land of the Gadigal people of the Eora nation.

We endeavour to provide opportunities for Aboriginal and Torres Strait Islander employees and volunteers, and to cultivate an inclusive workplace. Over the last two years, we have employed Aboriginal and Torres Strait Islander young people within the research team on a casual basis. In early 2021, we created and recruited an Aboriginal and Torres Strait Islander senior manager position within our research team. As part of our Reconciliation Action Plan (RAP), we will develop a plan to recruit, maintain and develop an Aboriginal and Torres Strait Islander workforce (outlined in Action 8.2).

Young people have been at the centre of everything ReachOut.com does since the first group of young people volunteered with us back in 1998. As part of this RAP, we aim to increase the participation of Aboriginal and Torres Strait Islander young people in our service.

ReachOut currently has a volunteer program where young people are trained to become 'Youth Ambassadors'. ReachOut seeks to build their skills and expertise in areas including, but not limited to, peer support, research, public speaking, policy and advocacy, marketing and content creation. Their work in advocating for youth mental health, consulting on projects, facilitating online discussions and spreading the word of ReachOut in their community helps to keep our services and content relevant, meaningful and accessible to young Australians.

To achieve our vision and contribute positively towards reconciliation, we have developed key deliverables around providing more volunteering and development opportunities to Aboriginal and Torres Strait Islander young people.

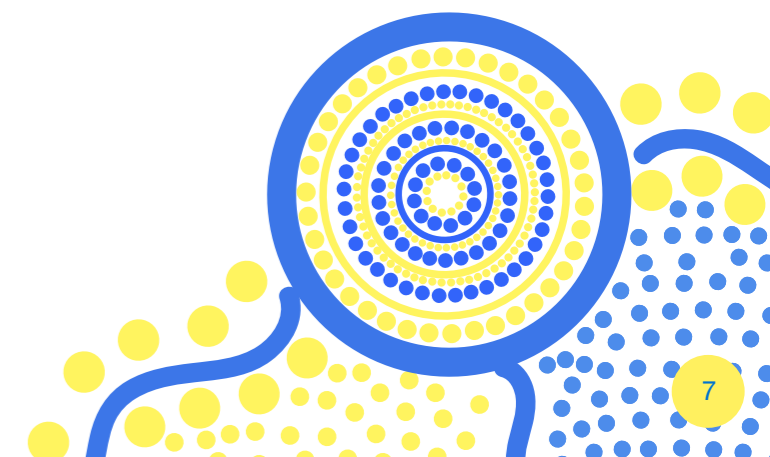
## OUR RAP

**We recognise the importance of addressing the historical and contemporary impacts of colonisation. The 2008 national apology to stolen generations was a significant step in the reconciliation process that should be recognised, celebrated and built upon. We need to take action through developing a structured plan that provides a genuine commitment to making our organisation a culturally sensitive and inclusive workplace for Aboriginal and Torres Strait Islander peoples.**

One of ReachOut's organisational values is inclusion, and we are committed to delivering an inclusive service to diverse audiences. Since we first began our reconciliation journey in 2015, we have focused on delivering positive outcomes for Aboriginal and Torres Strait Islander young people and their families. ReachOut has an internal Social Inclusion Working Group (SIWG) with a key focus on developing and implementing our Reconciliation Action Plan. This group includes members from across all teams in our organisation and currently includes Director of Marketing & Fundraising, Senior Manager – Digital Content, Research & Evaluation Manager, Senior Digital Product Manager, Database Manager, Media and Communications Manager and Executive Assistant to the CEO. Our Executive RAP champion is our Chief Executive Officer.

To ensure that there is Aboriginal and Torres Strait Islander representation on the working group, we have engaged with Cox Inall Ridgeway. Two consultants attend our monthly meetings and work with us on our RAP activity, including the development of this Innovate RAP.

In addition, our RAP journey will be bolstered by a large new project we are embarking on in partnership with the Department of Indigenous Studies at Macquarie University. This three-year project is supported by funding from the Department of Health and will aim to co-design online social and emotional wellbeing resources with Aboriginal and Torres Strait Islander young people in urban and regional areas. This work will be underpinned by building trusting and mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities, and organisations.



# OUR RAP JOURNEY

## SO FAR

We are proud of the work we have done over the past few years in developing and delivering on our RAP. This Innovate RAP will work towards embedding our reconciliation vision into our everyday culture at ReachOut.

In reflecting on our RAP journey so far, we have identified a number of challenges:

- **Integrating RAP actions into staff members' day-to-day work.** To help resolve this challenge, workshops were conducted with staff members as part of the RAP process to identify ways of better engaging and involving staff. Senior leadership is also reviewing how reconciliation can be embedded into business-as-usual activities.
- **Lack of sharing and learning from other organisations in the mental health sector around reconciliation.** We identified the need to share with and learn from others in the mental health sector about what they are doing in this space, and to collaborate with them in working towards common goals. We are looking to establish a cross-sector yarning circle to facilitate learning and collaboration.
- **Barriers to educating and engaging all staff in RAP work, regardless of whether they have specific actions assigned.** This challenge was addressed in part during the previous RAP period by including updates in our internal staff newsletter and online events during the COVID-19 lockdown. We plan to build upon these successes through yarning circles and ongoing opportunities for informal learning for staff.

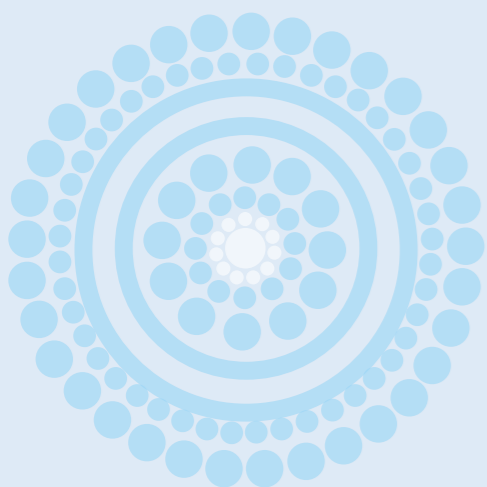
We identified a number of key learnings and achievements from our last RAP including:

### 1. Understanding the importance of connecting and working with Aboriginal and Torres Strait Islander-led services and organisations.

- All ReachOut staff undertook cultural awareness and cultural safety training in June and August 2019 and February 2021.
- We worked closely with Aboriginal and Torres Strait Islander communities through holding stalls at Yabun (2019 & 2020) and NAIDOC (2019). *Photo from NAIDOC July 2019.*
- We attended Aboriginal and Torres Strait Islander-specific conferences, such as the Healing Our Spirit Worldwide Conference, the National Youth Indigenous Empowerment Conference and the Lowitja Institute Conference.
- We expanded our external relationships and partnerships with Aboriginal and Torres Strait Islander organisations across areas of procurement, hospitality, engagement and content. These include Kalico Catering, Flashpoint Labs and Ngandabaa Aboriginal Art.
- We connected with Aunty Ann Weldon, who provided a Welcome to Country for ReachOut's 21st Anniversary Dinner (October 2019).
- We mentored three Career Trackers interns and attended the annual Career Trackers Gala.
- We reviewed our human resource (HR) policies and procedures to identify existing anti-discrimination provisions and future needs for the organisation.

### 2. Taking a more creative and flexible approach to our online content:

- We created 14 new pieces of content that give voice to Aboriginal and Torres Strait Islander peoples, including a series of videos featuring Aboriginal rapper Sonboy and singer/songwriter Rebecca Hatch, a personal story reflecting on the Black Lives Matter movement, and a guide on how to be a better ally to Aboriginal and Torres Strait Islander peoples. We also featured a mother-and-son story as part of our self-help content on the ReachOut Parents service.
- We created a specific space on ReachOut.com called Yarn Up for Aboriginal and Torres Strait Islander young people.
- We established a relationship with Clontarf Aboriginal College's Girls Academy in Orange, NSW, which has a strong Aboriginal youth program. We ran wellbeing and songwriting workshops in partnership with a young Aboriginal artist in 2019, and plan to return when we're able to visit schools again in a COVID-safe manner.



### 3. Committing to organisational change:

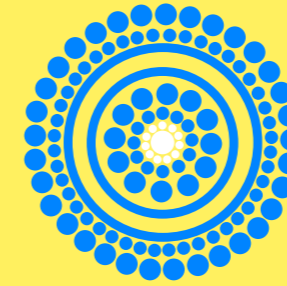
- We established a regular section in the fortnightly staff newsletter devoted to our RAP, including sharing language, relevant events, documentaries and books of interest.
- We amended our recruitment process to ensure that all job vacancies are advertised with Indigenous Employment Australia.
- We developed an Aboriginal and Torres Strait Islander terminology guide to be used for all communications across the organisation.
- We designed and printed event products, including T-shirts featuring ReachOut branding and an Aboriginal artwork designed by Ngandabaa Art.
- The Social Inclusion Working Group has learnt a lot about how to increase staff understanding and confidence around giving an Acknowledgement of Country. We have been able to implement a number of measures, such as a cultural protocols policy, signage throughout the office, and protocols for all-staff meetings.

### 4. Documenting key research and partnership learnings in an engagement plan on the staff intranet:

- We identified that resources for Aboriginal and Torres Strait Islander peoples need to be co-designed with communities, rather than be adapted for purpose.
- We ensure that individuals, groups and communities are invited to be genuine partners in projects, and that their input is recognised appropriately, rather than just being considered as 'consultants' or as providing 'help' or 'involvement'. Involvement should occur at all seniority levels.
- We must always ask groups what we can do for them, and never assume that we know what they want and that they want what we can and wish to provide. We outlined these learnings on the staff intranet.

### 5. Celebrating funding and partnership wins

- We developed relationships with Aboriginal and Torres Strait Islander communities, organisations and individuals, including the Department of Indigenous Studies at Macquarie University, the Poche Centre for Indigenous Health at the University of Sydney, Eora TAFE, and young people and teachers in Orange, NSW.
- We secured funding from the Department of Health, in collaboration with the Department of Indigenous Studies at Macquarie University, to co-design social and emotional wellbeing resources for Aboriginal and Torres Strait Islander youth over the next three years.

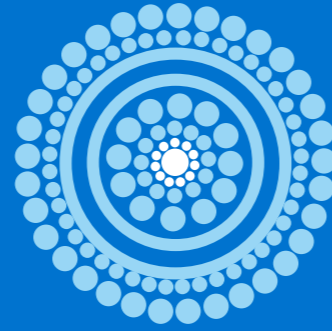


We identified additional learnings from our 2020 RAP Barometer, including:

- Although staff saw the importance of giving an Acknowledgement of Country, some lacked confidence in delivering it. As a result, we will explore ways to increase staff confidence around giving an Acknowledgement of Country, such as through induction processes and different methods of dissemination for the policy, as well as ensuring that staff have the same tools available in our new online working environments as they do in the office.
- Staff have consistently shown deep engagement with and appreciation for each occasion they were given the opportunity to learn more about Aboriginal and Torres Strait Islander culture and history. The 2020 RAP Barometer findings showed us that staff believed they were given adequate opportunities for this learning. We have done this through special talks, cultural awareness and cultural safety training, fortnightly Eora and Dharug language sharing, and more.

- The 2020 RAP Barometer findings also demonstrated that our staff want to see past injustices acknowledged and current prejudice and racism addressed, and strongly believe that Aboriginal and Torres Strait Islander people hold a unique place as First Australians. The eagerness and attitude of staff in response to learning opportunities gives us confidence to continue our commitment to an ongoing process of learning to demonstrate our respect for Aboriginal and Torres Strait Islander cultures, customs and histories, and to ensure our processes, services and organisational culture are respectful.

# RELATIONSHIPS



ReachOut Australia recognises the importance of establishing relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations. We believe that working in partnership towards building stronger relationships will support us in meeting our goals of providing a more effective service to Aboriginal and Torres Strait Islander peoples.

Developing relationships and building trust with Aboriginal and Torres Strait Islander peoples, communities and organisations takes time, requires patience and understanding, and is the fundamental starting point for any partnership. Partnerships brokered by ReachOut should begin with a conversation about the priorities for the community/organisation. Relationships should be mutually beneficial to ReachOut and to Aboriginal and Torres Strait Islander stakeholders.

## Action 1

Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations

Deliverable	Timeline	Responsibility
1.1: Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	September 2021 and 2022	Research & Evaluation Manager
1.2: Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2021	Research & Evaluation Manager
1.3: Explore the development of at least one formal partnership with an Aboriginal health peak body or youth organisation. (This might include AIME or Jumbunna.)	September 2021	Brand Manager Research & Evaluation Manager

## Action 2

Build relationships through celebrating National Reconciliation Week (NRW)

Deliverable	Timeline	Responsibility
2.1: Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2021 & 2022	Executive Assistant
2.2: Social Inclusion Working Group (SIWG) members to participate in an external NRW event.	May 2021 & 2022	Executive Assistant
2.3: Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2021 & 2022	Executive Assistant
2.4: Organise at least one NRW event each year.	May 2021 & 2022	Executive Assistant
2.5: Register all our NRW events on Reconciliation Australia's NRW website.	May 2021 & 2022	Executive Assistant
2.6: Provide opportunities for staff to share and reflect on their learnings on NRW, including through: <ul style="list-style-type: none"> <li>at least one internal video or written post to share with all staff.</li> <li>an invitation to participate in a learning circle.</li> <li>an open RAP group meeting that all can attend.</li> </ul>	May 2021 & 2022	Executive Assistant

## Action 3

### Promote reconciliation through our sphere of influence

Deliverable	Timeline	Responsibility
3.1: Implement strategies to engage our staff in reconciliation: <ul style="list-style-type: none"> <li>Design an induction process that engages all staff in reconciliation.</li> <li>Establish a quarterly speaker series to educate all staff about reconciliation.</li> </ul>	June 2021; January & June 2022  June, September & November 2021; March, September & November 2022	HR Manager  Executive Assistant
3.2: Communicate our commitment to reconciliation publicly.	June, September & November 2021; March, September & November 2022	Social Media & Marketing Coordinator  Director, Government Relations & Communications
3.3: Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	June 2021 & 2022	Director, Government Relations & Communications  Director of Marketing & Fundraising
3.4: Collaborate with other like-minded organisations to develop ways to advance reconciliation by engaging other NFP organisations to participate in a Yarning Circle and establish a meeting schedule (ideally, three to four meetings a year).	August & November 2021; April, August & November 2022	Chair of SIWG

## Action 4

### Promote positive race relations through anti-discrimination strategies

Deliverable	Timeline	Responsibility
4.1: Develop, implement and communicate an anti-discrimination policy for our organisation.	Dec 2021 & 2022	HR Manager
4.2: Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisers to consult on our anti-discrimination policy.	July 2021	HR Manager
4.3: Educate senior leaders on the effects of racism.	July 2021; March 2022 & 2023	HR Manager

# RESPECT

We recognise the critical impact that social determinants of health, including respect and resilience, can have for social and emotional wellbeing in Aboriginal and Torres Strait Islander peoples. As an organisation committed to social justice, ReachOut Australia promotes respect for all members of the community. We strive to adhere to our guiding organisational values of courage, compassion, generosity, inclusion, responsibility and fun in all of our interactions with employees, service users, supporters, partner organisations, and members of the Aboriginal and Torres Strait Islander communities.

By becoming a truly inclusive, culturally safe and collaborative organisation that is committed to working in partnership with, and learning from, Aboriginal and Torres Strait Islander communities, we can better reflect these values. We will promote organisational awareness of Aboriginal and Torres Strait Islander cultures and histories, and recognise the continuing connection to country and kin.





## Action 5

### Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning

Deliverable	Timeline	Responsibility
5.1: Conduct a review of cultural learning needs within our organisation.	October 2021 & April 2022	HR Manager
5.2: Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisers on the development and implementation of a cultural learning strategy in consultation with our RAP consultants, Cox Inall Ridgeway.	April 2021 & 2022	HR Manager
5.3: Develop, implement and communicate a cultural learning strategy for our staff.	August 2021	HR Manager
5.4: Provide opportunities for RAP Working Group (SIWG) members, HR managers and other key leadership staff (including ReachOut Board Directors) to participate in formal and structured cultural learning.	October 2021 & April 2022	Executive Assistant HR Manager
5.5 Develop an online reconciliation library for staff to access articles, documentaries and other resources to support their individual learning journey.	May 2021; review in November 2021 & May 2022	Executive Assistant
5.6 Undertake research by investigating local cultural immersion experiences for staff.	May 2021	Executive Assistant

## Action 6

### Demonstrate respect for Aboriginal and Torres Strait Islander peoples by observing cultural protocols

Deliverable	Timeline	Responsibility
6.1: Increase staff's understanding of the purpose and significance behind the cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Review in November 2021	Executive Assistant Office Coordinator
6.2: Update, implement and communicate a cultural protocols document, including protocols for Welcome to Country and Acknowledgement of Country.	Review and update September 2021 & 2022	Research & Evaluation Manager
6.3: Establish guidelines for our cultural protocol document: <ul style="list-style-type: none"> <li>Implement new guidelines for staff working from home to research the lands on which they live for Acknowledgement of Country.</li> <li>Identify meetings at which appropriate cultural protocols are to be followed.</li> <li>Identify the best place/s for the document to live to ensure widespread use.</li> </ul>	Review and update June 2021 & 2022	Research & Evaluation Manager
6.4: Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year (as outlined in the cultural protocols document).	On request and for review August 2021 & 2022	Executive Assistant Brand Manager
6.5: Include an Acknowledgement of Country or other appropriate protocols at the commencement of formal and/or important meetings (as outlined in the cultural protocols document).	Review and update July 2021 & 2022	Executive Assistant

## Action 7

### Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week

Deliverable	Timeline	Responsibility
7.1: SIWG to participate in an external NAIDOC Week event.	July 2021 & 2022	Executive Assistant
7.2: Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2021 & 2022	HR Manager
7.3: Promote and encourage participation of all staff in external NAIDOC events.	July 2021 & 2022	Executive Assistant

# OPPORTUNITIES

We recognise that creating meaningful opportunities for Aboriginal and Torres Strait Islander peoples through training, employment, professional development and support for community businesses is critical in improving the social and emotional wellbeing of these communities and improving outcomes in the areas of health, education and employment.

We commit to going a step further by continuing to transform the way we deliver our services to young people, parents and schools, to be more impactful for and inclusive of Aboriginal and Torres Strait Islander peoples. We have learnt a lot about the importance of working alongside Aboriginal and Torres Strait Islander peoples to improve our service provision, and we will build upon this through the development of new content, digital tools and youth involvement programs. The focus we have had on relationship building and listening will enable us to utilise true co-design and provide a culturally safe and effective service for all members of our community.



## Action 8

### Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development

Deliverable	Timeline	Responsibility
8.1: Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	May 2021	HR Manager
8.2: Engage with Aboriginal and Torres Strait Islander staff on our recruitment, retention and professional development strategy.	May 2021	HR Manager
8.3: Develop, implement and communicate an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	June 2021	HR Manager
8.4: Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. <ul style="list-style-type: none"> <li>Continue to advertise all job opportunities on Indigenous Employment Australia.</li> </ul>	On request and review July 2021 & 2022	HR Manager
8.5: Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	December 2021 & 2022	HR Manager
8.6: Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	On demand of vacancies; review July 2021 & 2022	HR Manager Hiring Managers
8.7: Engage Career Trackers to provide internships to Aboriginal and Torres Strait Islander university students. Aim to recruit interns to full and part-time positions that become available.	July & December 2021 & 2022	HR Manager

## Action 9

### Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes

Deliverable	Timeline	Responsibility
9.1: Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	June 2021	Executive Assistant
9.2: Investigate Supply Nation membership.	May 2021; review October 2021	Executive Assistant
9.3: Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	July 2021 (following 9.1 completion)	Executive Assistant
9.4: Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	November 2021 & 2022	Executive Assistant
9.5: Develop commercial relationships with Aboriginal and Torres Strait Islander businesses when opportunities arise.	August 2021 & 2022	Director of Operations

## Action 10

Support the mental health and wellbeing of Aboriginal and Torres Strait Islander young people by improving service delivery

Deliverable	Timeline	Responsibility
10.1: Produce a new topic as part of the ReachOut Parents service made by and for Aboriginal and Torres Strait Islander parents and carers.	June 2021	Senior Manager – Digital Content
10.2: Review and redesign the Yarn Up space on the ReachOut Youth service to better meet the needs of Aboriginal and Torres Strait Islander young people.	December 2022	Senior Manager – Digital Content Product Manager – Youth
10.3: Deliver four co-design workshops with Aboriginal and Torres Strait Islander young people in up to four locations in NSW.	October 2021	Research & Evaluation Manager
10.4: Develop, test and refine prototypes of potential digital tools to improve wellbeing for Aboriginal and Torres Strait Islander young people.	December 2021	Head of Service Delivery
10.5: Disseminate and evaluate the impact of the digital tools to improve wellbeing for Aboriginal and Torres Strait Islander young people.	December 2022	Research & Evaluation Manager  Service Design

## Action 11

Increase participation of Aboriginal and Torres Strait Islander young peoples and parents/carers in our programs

Deliverable	Timeline	Responsibility
11.1: Run a Youth Involvement program designed by and for Aboriginal and Torres Strait Islander young people.	March 2023	Youth Involvement Coordinator
11.2: Increase participation of Aboriginal and Torres Strait Islander young people and parents/carers in the ReachOut.com and ReachOut Parents Online Communities.	December 2022	Community Manager
11.3: Recruit Aboriginal and Torres Strait Islander peoples to sit on the content review groups for our services.	July 2022	Content Coordinator Senior Manager – Digital Content

# GOVERNANCE

## Action 12

Establish and maintain an effective Social Inclusion Working Group (SIWG) to drive governance of the RAP

Deliverable	Timeline	Responsibility
12.1: Maintain Aboriginal and Torres Strait Islander representation on the SIWG.	May 2021; review September 2021 & 2022	Chair of SIWG
12.2: Establish and apply a terms of reference for the SIWG.	June 2021	Chair of SIWG
12.3: Meet at least four times per year to drive and monitor RAP implementation.	April, July & October 2021 January, April, July & October 2022; January 2023	Chair of SIWG

## Action 13

Provide appropriate support for effective implementation of RAP commitments.

Deliverable	Timeline	Responsibility
13.1: Engage our senior leaders and other staff in the delivery of RAP commitments.	June & November 2021 & 2022	Chair SIWG
13.2: Define and maintain appropriate systems to track, measure and report on RAP commitments.	April–December 2021; January–December 2022 (at monthly SIWG meetings)	Chair of SIWG
13.3: Maintain an internal RAP Champion from senior management.	Completed review November 2021 & 2022	Chair of SIWG
13.4: Define resource needs for RAP implementation, and establish a working project timeline for implementation.	May 2021, 2022	Chair of SIWG Senior Finance Manager

## Action 14

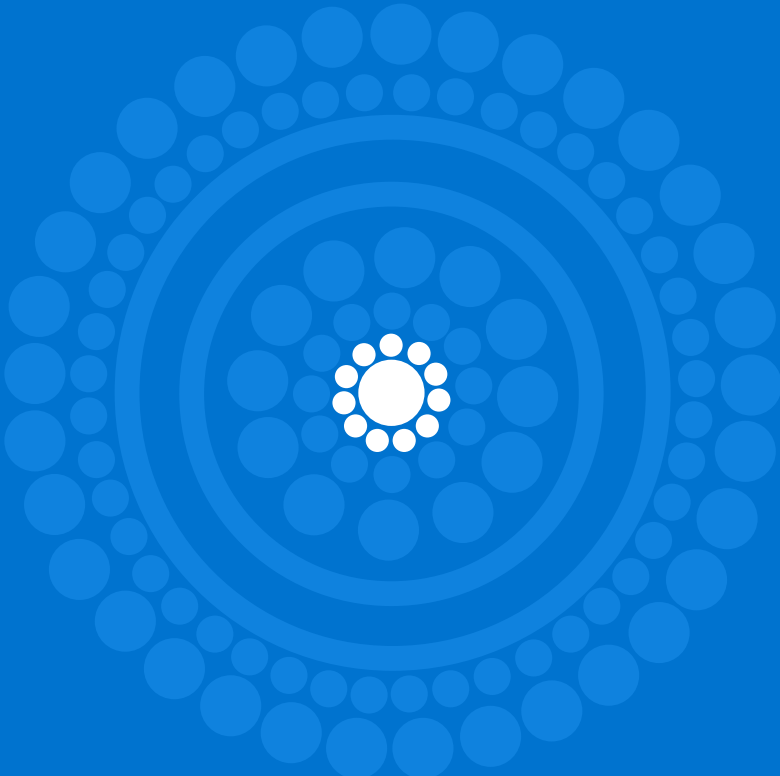
Build accountability and transparency through reporting RAP achievements, challenges and learnings, both internally and externally

Deliverable	Timeline	Responsibility
14.1: Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2021 & 2022	Chair of SIWG
14.2: Report RAP progress to all staff and senior leaders quarterly.	July & October 2021; January, April, July & October 2022; January & April 2023	Chair of SIWG
14.3: Each year, publicly report our RAP achievements, challenges and learnings.	November 2021 & 2022	Chair of SIWG
14.4: Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	Review May 2022	Chair of SIWG

## Action 15

Continue our reconciliation journey by developing our next RAP

Deliverable	Timeline	Responsibility
15.1: Register via Reconciliation Australia's website to begin developing our next RAP.	September 2022	Chair of SIWG



**CONTACT DETAILS**

Annie Wylie  
Senior Manager – Digital Content,  
Chair – Social Inclusion Working Group

02 8029 7777

[info@reachout.com](mailto:info@reachout.com)

