

REFLECT

RECONCILIATION ACTION PLAN



RECONCILIATION
ACTION PLAN

REFLECT



helping minds
Mental Health Services & Carer Support



CONTENTS

ACKNOWLEDGEMENT OF COUNTRY	2
GOOD HEALING PLACE	3 - 5
OUR BUSINESS	6
OUR RAP	8 - 9
OUR PARTNERSHIPS / CURRENT ACTIVITIES	10 - 11
RELATIONSHIPS	12-17
RESPECT	18-27
TRACKING AND PROGRESS	28-29
CONTACT DETAILS	30

Unless stated individuals pictured are models and are used for illustrative purposes only

ACKNOWLEDGEMENT OF COUNTRY

HelpingMinds acknowledges the Traditional Custodians of the lands on which we live, work, learn and care, and pays respect to the Aboriginal and Torres Strait Islander peoples and Elders, past, present and emerging.

GOOD HEALING PLACE



Nerolie Bynder Blurton

Local Aboriginal artist and proud Badimia, Yamaji, Noongar woman, Nerolie Bynder Blurton created this beautiful piece of artwork titled Good Healing Place. What follows is Nerolie's explanation around all of the elements in the story.

"The large oval shape represents HelpingMinds. It is shaped as a womb as it is about giving life back to people, in a safe trusting place. It is the centre of this and the beginning of the healing, with the people from HelpingMinds (the green and grey small spirits, who are good spirits), reaching the adults (the red, black and yellow spirits above them).

The smaller spirits are children coming from the ground, growing, reaching through to them as well by connecting. The sun rising in the morning and the sun going down and setting in the evening are the signs of great hope always for the people.

GOOD HEALING PLACE



The families are now connected to the place of healing minds. They now have trust, respect and support for their healing.

The blue spirits beside the safe place are the people telling their stories about the healing place to the families, friends and many people.

They are on the travel lines leading to the burning fires, letting others know of their story. The fires keep

burning and provide a warm place to share. The fires are the home and hearts of many others who come together. The special stories of each person travels out from here through to many on country.

The concentric circles are water and represent life itself. The water has a ripple effect, starting small and moves outward, letting more and more people know about the good healing place to help your minds. The large joined blue spirits are our inner spirits, that are circling the safe healing place are now getting strong but are at different stages of healing.

GOOD HEALING PLACE

One with the full strong heart and bright full sun in its mind, is now much happier and healed a lot. It is now connecting with the other spirit whose heart is a bit broken and the sun has shadows in its mind but by yarning and helping the other inner spirit is now beginning to heal as well.

The large spaces of blue, yellow and green is the land, the country, the community, the people of places big and small who we need to travel to, so they too, can be helped in this same way. The journey that begins from the good helping place is connecting to all the outer groups and families, who are now talking together with the helping place.

The yarning circles with the people sitting around the helping place surrounding it with more and more people working together, people from all walks of life, connecting as one (the green circles surrounding with the u shapes represent people sitting around those places together). The small grey circles with connecting lines are yet to be travelled or reached to get the support they need but with the word spreading and connections being made. The lines lead off and are always continued, going out further and further it is slowly happening.

The painting is deliberately out of balance and not so perfect, which is perfectly alright, just as in life there is always hope in HelpingMinds".

OUR BUSINESS

HelpingMinds is a community mental health service provider supporting individuals and families with experience of living with mental distress. Our organisation was established as a grass roots organisation in 1976 by family members of loved ones who were living with mental health issues. Originally named the Association of the Relatives and Friends of the Mentally Ill (ARAFMI), our name has since changed to HelpingMinds to reflect our family centred approach and our direct support of people living with mental health issues.

HelpingMinds currently employs 90 people throughout Western Australia with an FTE of 60. Many staff are able to work part time which provides family friendly and flexible working arrangements. Our staff provide a wide range of support services for families and individuals impacted by mental health challenges. Along with family centred counselling, staff also provide school holiday programs for young people whose parents are living with mental health issues; advocacy at the systemic and individual level; innovative programs that assist carers to sustain their caring role; and a range of NDIS services to people living with psychosocial disability.

HelpingMinds currently employs six staff who identify as Aboriginal and Torres Strait Islanders. HelpingMinds has offices throughout suburban Perth and Geraldton, Carnarvon, Port Hedland, Broome and Kununurra. Our phone services are statewide. Wherever required, our phone staff welcome the use of interpreters to improve access to our services.



OUR RAP

HelpingMinds works with many Aboriginal and Torres Strait Islander families and would like to strengthen those relationships with confidence that we are working in a respectful, inclusive and effective manner and that we are being open to learning new ways of working that benefit our clients, our partners and our staff. Our reconciliation journey to date has been driven by many staff who are committed to supporting a positive means of engagement with Aboriginal and Torres Strait Islander clients. Over a number of years, HelpingMinds initiated and participated in events that brought together Aboriginal and Torres Strait Islander peoples and non-Aboriginal people in public events to overcome stigma towards people with mental health issues.

Our programs were redesigned in acknowledgement of the needs of the Aboriginal and Torres Strait Islander peoples who were the main participants. However, we lacked a formal structure to pursue our reconciliation goals. To formalise our reconciliation journey, HelpingMinds' Board requested a Reconciliation Action Plan to be developed that is holistic, positive and directed towards internal organisational and cultural change as well as achieving positive changes in the community. To assist with this, HelpingMinds' CEO allocated the role of developing a RAP to a senior member of staff who has responsibility for systemic change.

OUR RAP

Based on feedback from our staff, clients and partners, we have moved forward on a number of actions, which we see as setting our organisation on a path towards reconciliation. To commence the development of our Reconciliation Action Plan, an invitation was issued to all staff to join a RAP working group. Staff were also invited to put forward the names of individual Aboriginal and Torres Strait Islander people whom they currently work with, who might be interested in working alongside our organisation to provide input to the RAP. As a result, over a period of twelve months, a group of five staff, including Aboriginal and Torres Strait Islander staff, have provided input along the journey of developing the RAP.

Additionally, we have received invaluable support from Aboriginal and Torres Strait Islander staff members from two separate partner organisations, a client who is an Aboriginal and Torres Strait Islander person and a former Board member who is an Aboriginal and Torres Strait Islander person. The RAP also includes suggestions received from all HelpingMinds staff during our all staff development day and in response to an email sharing the final draft RAP. Our champions are our team members, our leadership team, our CEO and our Board.

OUR PARTNERSHIPS / CURRENT ACTIVITIES

Community partnerships

We cross refer clients to and from a number of Aboriginal and Torres Strait Islander Corporations and Aboriginal controlled community health and mental health services. We have a formal MOU with the Aboriginal and Torres Strait Islander Family Legal Service through WA. We consult with the Aboriginal Health Council of WA on issues that are of joint interest in our systemic advocacy program. We are currently in the process of formalising MOUs with two other Aboriginal led organisations that deliver services to people with Alcohol and Other Drug issues.

Internal activities/initiatives

Our recruitment advertising has been reworded statewide so that it proactively welcomes and encourages Aboriginal and Torres Strait Islander peoples to apply for vacancies and to develop a workforce that accurately reflects diversity within the community and contributes to a more culturally competent, safe and welcoming support environment.

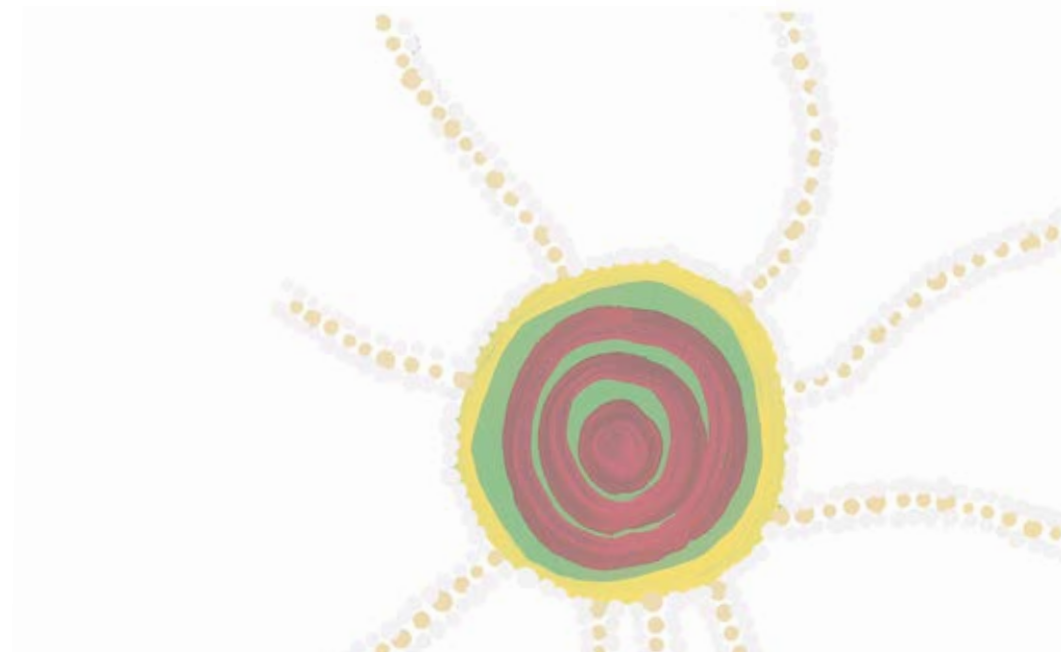
OUR PARTNERSHIPS / CURRENT ACTIVITIES

Our website has been amended to ensure graphics, languages, information and images are inclusive of Aboriginal and Torres Strait Islander peoples, cultures, histories and achievements. Acknowledgement of the Traditional Custodians is included on our home page along with representations of the Aboriginal flag and the Torres Strait Islander flag.

- An audit of all written and electronic publications is underway with each being revised to include recognition of the Traditional Custodians.
- Some offices have developed a collection of resources about local Aboriginal histories to enhance staff cultural awareness and competency.
- Our email signatures now include Acknowledgement of Australia's Traditional Custodians and the Aboriginal and Torres Strait Islander flags.
- Our head office now has the Aboriginal and Torres Strait Islander flags at front reception along with artwork by local Aboriginal artists.

RELATIONSHIPS

Action	Establish a RAP Working Group	
Timeline	Deliverable	Responsibility
May 2018	Develop a new RAP working group based on feedback from staff that more people would like to be involved	Deputy CEO
May 2018	Form a RAP Working Group that is operational to support the development of our RAP, comprising of Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation	Deputy CEO



RELATIONSHIPS

Action	Build internal and external relationships	
Timeline	Deliverable	Responsibility
August 2018	Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey	Deputy CEO
August 2018	Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey	Deputy CEO
August 2018	Identify opportunities for MOUs, cross referrals, cross promotion and case management support for shared clients	Deputy CEO
January 2019	Support and contribute to our state/territory based reconciliation council	CEO
July 2018	Initiate discussions and build partnerships with Aboriginal and Torres Strait Islander peoples and organisations	CEO

RELATIONSHIPS

Action	Participate in and celebrate National Reconciliation Week (NRW)	
Timeline	Deliverable	Responsibility
27 May to 3 June 2018	Encourage and support our staff to participate in NRW events throughout the state	Deputy CEO
May 2018	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff	Workplace Improvement Coordinator
May 2018	Partner with Aboriginal and Torres Strait Islander organisations in celebrating NRW	Head of Marketing
May 2018	Launch RAP during National Reconciliation Week with a cultural awareness raising event	Head of Marketing
May 2018	Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW	Deputy CEO



RELATIONSHIPS

Action	Raise internal awareness of our RAP	
Timeline	Deliverable	Responsibility
May 2018	Develop a plan to engage and inform key internal stakeholders of their responsibilities within our RAP	Head of Advocacy and Research
June 2018	Implement the plan to engage and inform key internal stakeholders of their responsibilities within our RAP	Deputy CEO
May 2018	Develop a plan to raise awareness amongst all staff across the organisation about our RAP commitments	Head of Advocacy and Research
June 2018	Implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments	Deputy CEO
May 2018	Ensure the RAP becomes a standing item on CEO's 'all staff email', our newsletter, team meetings and management meetings	CEO

RELATIONSHIPS

Action	Raise external awareness of our RAP	
Timeline	Deliverable	Responsibility
June 2018	Raise external awareness of our RAP by making HelpingMinds Reflect RAP available on our website	Head of Marketing
April 2019	Ensure all printed and electronic publications/materials are assessed with a view to acknowledgement of Traditional Custodians when reprints are scheduled	Head of Marketing
May 2018	Our RAP will be launched at an event with external stakeholders and partners	Head of Marketing

RESPECT

Action	Investigate Aboriginal and Torres Strait Islander cultural learning and development	
Timeline	Deliverable	Responsibility
July 2018	Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation	Deputy CEO
July 2018	Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement	Workplace Improvement Coordinator
May 2018	Conduct a review of cultural awareness training needs within our organisation, which should include identifying the need for cultural supervision, and opportunities for facilitated reflection on cultural practices	Workplace Improvement Coordinator
August 2018	Investigate cultural immersion programs	Workplace Improvement Coordinator
March 2019	Investigate the redevelopment of our program resources and materials using culturally appropriate language and graphics	Deputy CEO



RESPECT

Action	Participate in and celebrate NAIDOC Week	
Timeline	Deliverable	Responsibility
July 2018	Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities	Head of Marketing
July 2018	Introduce our staff to NAIDOC Week by promoting community events in our local area	Head of Marketing
July 2018	Ensure our RAP Working Group members participate in an external NAIDOC Week event	Deputy CEO
July 2018	Promote NAIDOC events via social media	Head of Marketing
July 2018	Each metro office to identify opportunities to hold or participate in local NAIDOC events	Head of Wellness
July 2018	Each regional office to identify opportunities to hold or participate in local NAIDOC events	Head of Wellness
July 2018	Ensure NAIDOC is promoted as one of our key annual external events	Head of Marketing

RESPECT

Action	Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	
Timeline	Deliverable	Responsibility
September 2018	Explore who the Traditional Custodians are of the lands and waters in our local area	Head of Strategy and Research
January 2019	Scope and develop a list of local Traditional Owners of the lands and waters within our organisations' sphere of influence	Head of Strategy and Research
July 2018	Develop and implement an organisational protocol for Acknowledgement of Country and Welcome to Country – ensure all members of staff have access to information about the appropriate protocol for their event, meeting and location	Deputy CEO
August 2018	Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols)	Head of Marketing
July 2018	Ensure we have policies in place to guide staff in the use of images of Aboriginal and Torres Strait Islander people in our resources, and in the respectful use of Aboriginal and Torres Strait Islander artwork	Head of Marketing

RESPECT

Action	Recognise and celebrate Aboriginal and Torres Strait Islander history, culture and achievements	
Timeline	Deliverable	Responsibility
As appropriate	Celebrate/recognise Aboriginal and Torres Strait Islander dates of significance	Head of Marketing
June 2018	Promote Reconciliation Australia's Share Our Pride online tool to all staff	Workplace Improvement Coordinator
July 2018	Investigate incorporating an Aboriginal and Torres Strait Islander design into our corporate attire	CEO and Head of Marketing

RESPECT

Action	Investigate Aboriginal and Torres Strait Islander employment	
Timeline	Deliverable	Responsibility
November 2018	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation including positions identified as Section 50D	HR Manager
November 2018	Request feedback from current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities, acknowledging that Aboriginal and Torres Strait Islander peoples are diverse Regional staff Corporate staff Metro support staff Advocacy staff	HR Manager
November 2018	Explore alternative locations for advertising vacancies in order to reach more Aboriginal and Torres Strait Islander people	HR Manager
January 2019	Develop culturally appropriate recruitment and interview processes so that Aboriginal and Torres Strait Islander peoples feel confident in applying for positions with HelpingMinds	HR Manager
August 2018	Develop a proposal to create training positions specifically for Aboriginal and Torres Strait Islander peoples	HR Manager



RESPECT

Action	Investigate Aboriginal and Torres Strait Islander supplier diversity	
Timeline	Deliverable	Responsibility
September 2018	Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses	CEO
October 2018	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	CEO
October 2018	Allocate a budget for the purchase of items such as flags, wall plaques and Aboriginal and Torres Strait Islander artwork, maps, etc	CEO
October 2018	Ensure each office identifies local opportunities for including Aboriginal and Torres Strait Islander providers in our purchasing for programs and events (eg. promotional materials, catering, stationery, cultural services, artworks, event management, clinical safety training)	Deputy CEO
October 2018	Investigate opportunities to become a member of Supply Nation	Deputy CEO

RESPECT

Action	Investigate and provide recruitment, retention, leadership and career development opportunities for Aboriginal and Torres Strait Islander peoples	
Timeline	Deliverable	Responsibility
November 2018	Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network	Deputy CEO
November 2018	Investigate Aboriginal and Torres Strait Islander employment pathways (eg. traineeships or internships)	Deputy CEO
August 2018	Investigate opportunities to increase pro bono activities and in-kind support (eg. provision of clinical, advocacy, governance support to Aboriginal and Torres Strait Islander organisations)	CEO
August 2018	Investigate the provision of scholarships for Aboriginal and Torres Strait Islander students	CEO
August 2018	Support Aboriginal and Torres Strait Islander leadership within our organisation	CEO

RESPECT

Action	Improve service access for Aboriginal and Torres Strait Islander peoples	
Timeline	Deliverable	Responsibility
August 2018	Undertake an audit of all office locations to ensure the reception area and all working spaces are clearly welcoming and respectful towards Aboriginal and Torres Strait Islander peoples. As an example, include a wall map of Aboriginal and Torres Strait Islander languages and regions	Deputy CEO
March 2019	Undertake co-design activities with Aboriginal and Torres Strait Islander community members to address barriers to service access	Deputy CEO
March 2019	Invite Aboriginal and Torres Strait Islander people to assist with the evaluation of our programs to ensure our programs are culturally safe, and that barriers to participation are identified and addressed	Deputy CEO
June 2018	Members of the senior management staff to undertake training in co-production, which will enhance our ability to work with Aboriginal and Torres Strait Islander clients in the redesign, delivery and assessment of our services to address barriers to service access	CEO

TRACKING AND PROGRESS

Action	Build support for the RAP	
Timeline	Deliverable	Responsibility
August 2018	Define resource needs for RAP development and implementation	CEO
September 2018	Define systems and capability needs to track, measure and report on RAP activities	Deputy CEO
September 2018	Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia	Deputy CEO
April 2019	Discuss regularly and report RAP initiatives at team meetings	Deputy CEO
April 2019	Engage our senior leaders in the delivery of RAP outcomes	CEO
July 2018	Incorporate RAP into Annual Report	Head of Marketing

TRACKING AND PROGRESS

Action	Review and Refresh RAP	
Timeline	Deliverable	Responsibility
January 2019	Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements	CEO
January 2019	Submit draft RAP to Reconciliation Australia for formal review and endorsement	CEO

CONTACT DETAILS

Name	Debbie Childs
Position	Chief Executive Officer
Phone	(08) 94277100
Email	ceo@helpingminds.org.au



For further information about the programs and services available from HelpingMinds please get in touch

info@helpingminds.org.au

(08) 9427 7100

www.helpingminds.org.au