



St Vincent de Paul Society  
NSW  
*good works*



RECONCILIATION  
ACTION PLAN

INNOVATE

# Innovate

## RECONCILIATION ACTION PLAN

ST VINCENT DE PAUL SOCIETY NSW

August 2021 – August 2023



# OUR VISION FOR RECONCILIATION

**Our vision for reconciliation is for a just and equitable society. A society characterised by strong and meaningful relationships between the First Peoples of Australia and non-Indigenous Australians. A society in which Aboriginal and Torres Strait Islander peoples, cultures, histories, knowledges and connections to country are valued and celebrated.**

We seek a future in which all people from all walks of life, no longer experience discrimination or poorer health, social, and economic outcomes. Walking alongside our Aboriginal and Torres Strait Islander brothers and sisters we will continue to offer a hand up to people experiencing disadvantage and, together, we will shape more just and compassionate communities. We renew the pledge we made in our first Reconciliation Action Plan, that we will deliver reconciliation actions aimed at improving social and economic outcomes in order to make a substantial difference in the lives of the people we engage, employ or assist.

We recognise that only by working in partnership with Aboriginal and Torres Strait Islander peoples and communities can we begin to successfully address the causes and consequences of poverty and exclusion. We will therefore make every effort to ensure our workplaces, services, shops and community assistance through conferences are culturally safe places to work or engage with our services.

It is our ongoing aim to be reconciliation leaders in the non-government sector and to use our reputation and influence to advocate for stronger recognition and respect for the cultures, spirituality, resilience and special identity of the Traditional Custodians of this country. As we foster a spirit of trust and mutual appreciation throughout our organisation, we hope to see this approach ripple outwards through thousands of conversations across NSW as our members, volunteers and employees go about their daily work.

## – ARTIST ACKNOWLEDGEMENT –

Traditional Koori artist, proud Gamilaroi man and 2015 NAIDOC Artist of the year Daren Dunn has designed unique artwork for the St Vincent de Paul Society NSW.

Raised in the NSW town of Dubbo, Daren had an insatiable appetite for learning and would sit closely with Uncles and Aunties learning the stories and symbols of traditional Koori Art.

In 2006, Daren became a full-time artist and since then has combined art with his passion for sport, producing custom designs for some of the world's most prominent people including hand-painted cricket bats for the Duke

and Duchess of Cambridge.

He has also exhibited and sold art to collectors around the world. Daren also runs the "Get Black on Ya Feet" program which connects Aboriginal and Torres Strait Islander youth back into traditional art and culture.

Daren's work reflects our belief that the reconciliation journey is one of conversations. The circular patterns symbolise the camp-fire while the hands symbolise belonging. We are very proud to have Daren's work as the centrepiece of our RAP design.



[darendunn.com.au](http://darendunn.com.au)



# OUR BUSINESS

**St Vincent de Paul Society NSW (The Society) is a member and volunteer-based organisation that has been assisting marginalised and disadvantaged people across NSW for nearly 140 years.**

The Society was founded in post-Revolution France in 1833 by 20-year-old Frederic Ozanam who wanted to make a difference to the poverty and disadvantage that he saw around him. In just 20 years, his passion would become a worldwide movement. In 1881, a Scottish migrant named Charles Gordon O'Neill founded the first St Vincent de Paul Society conference in NSW at St Patrick's Church Hall in The Rocks, Sydney.

Today, The Society is divided into 10 Central Councils which are made up of 58 Regional Councils situated in many locations across NSW. These 10 Central Councils are grouped into 5 Regions (South, North-West, West, Metro and North-East).

We have 390 local volunteer member networks, known as conferences, across the State. The core of conference members' work is visiting and assisting people experiencing disadvantage, in their homes, hospitals, nursing homes, prisons, detention centres and in our service facilities. We are one of the few remaining charities where our members still visit people in their homes.

In total we have 13,000 members and volunteers providing vital support to people in our communities experiencing disadvantage, including food parcels and vouchers, financial assistance, help with energy bills and other debt, budget counselling, school items for children and the provision of other material items such as furniture, clothing, bedding, and other household items.

The Society is also a leading supplier of community services and has 115 services across NSW. These include accommodation, supported accommodation and drop-in services for people experiencing or at risk of homelessness; services to people with complex mental health diagnoses and/or complex behavioural support needs; to people experiencing problematic alcohol or other drug use; to people with disability; and to young people at risk of exclusion.

St Vincent de Paul Society NSW currently employs over 1350 people across 400 sites in NSW. Our sites include two central offices (Lewisham and Woolloomooloo) and a number of retail stores, distribution centres and service outlets (including housing and accommodation facilities, health service centres, recreation centres and emergency support centres) in metropolitan Sydney and multiple stores, depots and service outlets across NSW. Of our total employee complement, 26 have identified as being Aboriginal and/or Torres Strait Islander people.

The Society conducts all of its work with a drive to see an Australia transformed by compassion and built on justice. As a caring lay Catholic charity offering "a hand up" to people experiencing disadvantage, we advocate on several pressing social justice issues such as homelessness, housing affordability, energy and cost of living, poverty and people seeking asylum. We live and work with the ideals of respecting human dignity, sharing hope, and encouraging people to take control of their own destiny.

The Society sees there is opportunity to influence through our connections with our employees, members and volunteers; our work with individuals and the communities in which they live; and our advocacy with schools, other organisations and government.



# OUR RAP

*Yamma / Yaama  
and welcome to the  
second St Vincent  
de Paul Society  
NSW Reconciliation  
Action Plan (RAP).*

What you see in the following pages is a map for the journey being undertaken by the Society to continue to make progress towards reconciliation with Australia's First Nations Peoples.

It will guide the next two years of decision-making, provide ways for us to hold ourselves accountable to the goals we have set, and help the Society's relationships with Aboriginal and Torres Strait Islander peoples grow.

The Society's vision to be a part of creating a more just, compassionate, and equitable world is a fundamentally good one carried out by fundamentally good people. It seems like the Society and reconciliation are a natural fit.

Reconciliation is a complex thing, though. It is not easy and to properly engage with it, we need a nuanced strategy. This is reflected in the time it has taken to get to this point – this journey began in 2016 when our Board of Directors unanimously approved development of a RAP.

The first RAP was developed over the course of the following years and covered the period 2018-2020.

We are now, once again, looking to the future and planning on how we can continue to encourage First Nations Peoples' involvement and contribution in the Society, and how we can demonstrate the respect held by Society members, volunteers, and employees for our people and culture.

**Rob Cohen**

St Vincent de Paul NSW  
Aboriginal Engagement Partner





# OUR JOURNEY

## — OUR STORY SO FAR —

**The St Vincent de Paul Society NSW has a long history of working with Aboriginal and Torres Strait Islander communities across NSW, providing food relief, material assistance, and delivering social services.**

Over the last half century, we have come to better understand the need to deliver services with, rather than for, First Nations Peoples. To this end, we have made several attempts to move towards a partnership approach to working with Aboriginal and Torres Strait Islander peoples and communities.

In the early 1970s, we established an Aboriginal Committee to guide our work in Redfern and surrounds, and in the early 1980s we established our first state-wide Aboriginal Advisory Committee. Despite these efforts, we recognise that, at times, our approach has still fallen short. In our 'Seeking a Shared Spirit' social justice statement published in 2000, we wrote "The St Vincent de Paul Society, along with other charitable institutions, has at times fallen into the trap of treating Aboriginal people as welfare cases rather than as brothers and sisters with whom we share a spiritual bond. We are sorry for any pain or hardship we have caused... We all need to listen to what Aboriginal people say about their relationship to the land so that true healing and reconciliation can take place..."

Although we have had a long history of involvement with First Nations Peoples' communities, it was not until 2016 that we sought to formalise our commitment to reconciliation. During the first year of our Local Area Coordination work for the National Disability Insurance Scheme (NDIS),

it became apparent, after consultation with community groups, that a Reconciliation Action Plan (RAP) was long overdue and strongly needed. The Board of Directors unanimously approved the development of a RAP, and our formal reconciliation journey began.

Following the launch of our RAP in 2018, we established a Reconciliation Action Plan Working Group (RWG) with membership being drawn from interested employees and managers. Key achievements in this period include:

- Our work through the NDIS Local Area Coordination program had a strong focus on cultural safety and inclusion. It is here that we established our first Aboriginal staff network and held annual cultural retreats. The lessons learned in this program are now being employed throughout the Society.
- Within many services, establishing or strengthening partnerships with local Aboriginal organisations to help ensure our services meet the needs of First Nations members of the community.
- The development and publication of the Society's first Aboriginal and Torres Strait Islander Cultural Protocols document.
- Regular observance of protocols such as Acknowledgement of Country, Welcome to Country and Smoking Ceremonies.
- The promotion and observance of significant events such as National Reconciliation Week and NAIDOC Week, encouraging participation across the Society.





- The placement of commemorative plaques in many of our sites across NSW, with the goal that every Vinnies site will acknowledge the Traditional Custodians of the land on which they stand.
- Contributions to public policy advocacy on social justice issues such as the Uluru Statement from the Heart, the need for more social housing, and action to reduce the over-incarceration of First Nations Peoples.
- Through direct Member action, the establishment of scholarships for First Nations students at Australian Catholic University, valued at \$2,000 a year from their second year of study to completion of their course. Our members have also conducted donation drives to provide Aboriginal communities in NSW and the NT with essential items such as blankets and toiletries.
- The development of our Dubbo Return & Earn scheme called 'Mudge' (Wiradjuri-Friend) — a joint venture with an Aboriginal organisation, Regional Enterprise Development Institute (REDI.E), operating on Wiradjuri land.

While we have celebrated some significant successes, we recognise that many of our achievements have come about due to the actions of committed and active individuals within the Society, rather than as the result of consistent implementation: We are still working to embed reconciliation initiatives across our core business. We also recognise that, in some areas, our progress has lagged due to a lack of accountability, organisational change, and competing priorities.

In 2020, following a significant restructure within the Society and the loss of our NDIS Local Area Coordination Program, the need for a dedicated role to support implementation of the RAP became more apparent. We subsequently recruited an Aboriginal Engagement Partner, whose charter was to coordinate and drive the rollout of the Strategy and oversee major RAP actions. Concurrently, our RWG was reviewed to reflect our new organisational structure. We have since progressed work in strategic areas including:

- Strengthening the Society's capacity to listen and learn from First Nations People (see box text), including:

- Convening our First Nations Employees Network
- Establishing Bulbulwul Baya (Darug-Strong Voice), the Society's Aboriginal Advisory Group
- Commissioning the design of our Gan na (Bundjalung-Deep Listening) Cultural Awareness program.
- Developing and publishing our first Aboriginal and Torres Strait Islander Recruitment and Retention Strategy.
- Designing and developing the Society's first Aboriginal and Torres Strait Islander Community Engagement Plan and Guiding Principles Document. Together they will promote 'good practice' on engaging with First Nations Peoples and serve to encourage and guide our many outlets and services to design and implement local plans in consultation with community.

These strategies and initiatives, in conjunction with our RAP, all form key elements of the Society's overall Cultural Competency Framework which will assist and guide our Members, Volunteers and employees to learn from, understand, and engage more effectively with, First Nations Peoples and communities.

In the future, our RAP will continue to be governed and championed by our CEO, Jack de Groot, while our Executive Director, Corporate Services will provide oversight and responsibility for how the RAP is integrated into the Society and the realisation of its commitments. Strong, consistent and visible leadership has been critical to our success to date. Other members of our RWG include our Executive Directors for Mission and Spirituality, and for Members, Volunteers and Regional Operations, four directors, six managers, the Aboriginal Engagement Partner, a Regional Director, a Member and Volunteer representative, and a team leader from one of our homelessness and housing services. Of these members, three are First Nations People.

To further facilitate discussions, foster engagement, and coordinate efforts locally, we are also in the process of establishing Regional RWG's in each of Vinnies' five regions. Within the Terms of Reference drafted to help establish these working groups, Regions are encouraged to work closely with community to name their group in language.

# STRENGTHENING THE VOICE OF FIRST NATIONS PEOPLE

As we began implementing our Reconciliation Action Plan we relied heavily on the advice of a small number of Aboriginal and Torres Strait Islander employees. While we remain deeply grateful for their advice, energy and support, it became apparent that we needed to strengthen our capacity to seek guidance from First Nations Peoples both within our organisation and externally. Following the appointment of an Aboriginal Engagement Partner, we have now established an Aboriginal Advisory Group and a First Nations Employees Network.

## BULBULWUL BAYA COMMUNITY ABORIGINAL ADVISORY GROUP

Following an unsuccessful attempt to establish an Aboriginal Community Advisory Group in 2018, we decided to take a different approach, and invited key First Nations organisations with State-wide responsibilities to contribute with the aim of establishing strong and meaningful partnerships.

Invitations were extended to organisations such as Aboriginal Affairs, Aboriginal Housing Office, NSW Aboriginal Land Council, Education Centre Against Violence (ECAV) and the Aboriginal Catholic Ministry who all shared common interests in the wellbeing of and support for Aboriginal and Torres Strait Islander communities.

The CEO and Executive Director, Corporate Services, along with three St Vincent de Paul First Nations employees round out the membership of this group.

With reclamation of traditional languages, a core priority within community in re-establishing and teaching of culture, the group was named the Bulbulwul Baya Aboriginal Advisory Group.

Bulbulwul Baya is chaired by our Aboriginal Engagement Partner, with meetings held quarterly. Conversations and recommendations from this group feed directly into the Society's RWG.

## FIRST NATIONS EMPLOYEES NETWORK

Established in September 2020, the First Nations Employees Network was initially created to provide an avenue for Aboriginal and Torres Strait Islander staff to link in and build a support group. Our People and Culture employee systems now allow us to capture data on the number of First Nations Peoples employed throughout the Society. We will utilise this data to track career progression and promote professional development opportunities.

Convened by our Aboriginal Engagement Partner, members from the network have been invited to sit on various working parties and advisory groups to provide critical advice and guidance on the Society's RAP and Cultural Competency Framework initiatives such as the design of the Aboriginal and Torres Strait Islander Recruitment and Retention Strategy, the Gan na Cultural eLearning modules, our Community Engagement Plan and Guiding Principles document.

In November 2020, the Society conducted a diversity and Inclusion survey. Of the 328 respondents, only 10 identified as First Nations People. Through the network and promotion of the RAP, more people have come forward and identified, elevating our numbers to 26.

# NEW PARTNERSHIP BENEFITS BOTH THE LOCAL ABORIGINAL COMMUNITY AND THE ENVIRONMENT

**In 2019, the St Vincent de Paul Society NSW partnered with the Regional Enterprise Development Institute Ltd (REDI.E) and TOMRA Cleanaway to open its sixth bulk container deposit centre in Dubbo.**

The centre means that Dubbo residents are now recycling up to 100,000 drink cans, bottles and cartons per day. For every drink container processed, the centre receives a small handling fee from the Government - money that goes right back into community services.

The new business enterprise will also support the local community through not-for-profit Aboriginal-owned organisation, REDI.E.

"Vinnies is proud to be partnering with REDI.E to run this container deposit centre on Wiradjuri land" said Peter Quarmby, who led the Container Deposit Scheme initiative for the Society. "This is part of our commitment to work with Aboriginal partners and providers through our Reconciliation Action Plan".

REDI.E CEO Tracey Shillingsworth said the new initiative would be a win-win for the local economy and the Aboriginal community.

"We know our communities are familiar with Vinnies and the incredible work they do. This joint venture represents our vision to be at the forefront of innovation and collaboration with other local organisations," Ms Shillingsworth said.

*"We are proud to be part of this initiative, which is an important step towards reducing litter, protecting our environment and building sustainable futures for our people."*

While the centre opened its doors in October 2019, work to create a Joint Venture Company to manage the centre's operations continued, with the Company, Mudge (Wiradjuri-Friend), launched early in the 2020-21 financial year.



# RELATIONSHIPS

We seek positive and enduring relationships with First Nations Peoples and will use our reputation and influence to advocate for stronger recognition and respect for culture, community, and equal opportunity. We will work tirelessly to communicate this message and fight for social justice so that we may help to overcome disadvantage among Aboriginal and Torres Strait Islander peoples, particularly in relation to housing and homelessness, access to disability services, and the impact of alcohol and other drugs.

We will achieve this by working with communities to create true partnerships, by listening and learning from lived experiences and shared stories, and by using this understanding to enhance our services to ensure they are culturally appropriate. We will use this understanding to enhance communication and engagement with our employees, members and volunteers, the communities in which we work and the recipients of our services.

## FOCUS AREA

**Advocacy and Partnership.** We will build our public profile and advocate for reform of the structural causes of poverty and disadvantage. We will partner with the public, not for profit and private sectors in relation to both service provision and advocacy.

### ACTION 1

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

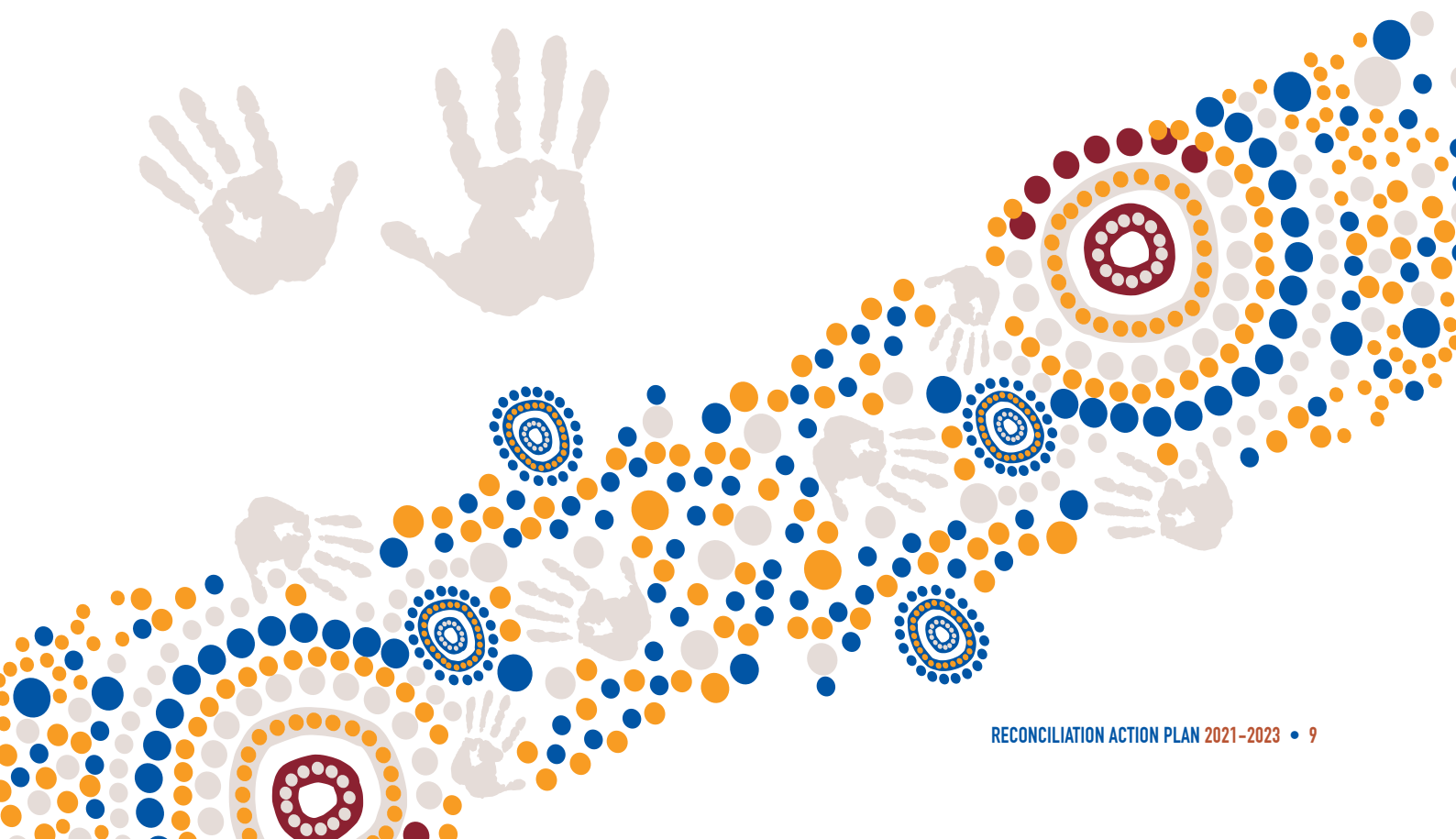
DELIVERABLES	TIMELINE	RESPONSIBILITY
1.1 We will maintain and strengthen our relationship with the Bulbulwul Baya ( <i>Darug-Strong Voice</i> ) Community Advisory Group to ensure culturally appropriate implementation of the RAP in line with local and regional community expectations.	Sep, Dec 2021 Feb, May, Aug, Nov 2022	Aboriginal Engagement Partner (in collaboration with the CEO and Executive Director, Corporate Services).
1.2 We will develop and implement an engagement plan, informed by consultation with internal and external First Nations stakeholders, and under the guidance of our Bulbulwul Baya Community Advisory Group and First Nations Employees Network.	Nov 2021, 2022	Aboriginal Engagement Partner (in collaboration with the Bulbulwul Baya Community Advisory Group and First Nations Employees Network)
1.3 Informed and designed by our First Nations Employees Network and local Aboriginal and Torres Strait Islander stakeholders we will develop a guiding principles document for future engagement.	Sep 2021, 2022	Aboriginal Engagement Partner (in collaboration with the Bulbulwul Baya Community Advisory Group and First Nations Employees Network)
1.4 Vinnies services, shops and commercial enterprises working in locations with significant Aboriginal and Torres Strait Islander populations, or on issues that disproportionately impact First Nations populations, will implement local engagement plans to support strong and constructive relationships with local First Nations organisations and the communities they support.	Jun 2022	Executive Director, Vinnies Services  Executive Director, Commercial Enterprise, Fundraising and Communications



## ACTION 2

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.

DELIVERABLES	TIMELINE	RESPONSIBILITY
<b>2.1</b> People Leaders will circulate Reconciliation Australia's NRW resources to employees, members and volunteers through various Vinnies' communication channels to aid in education and planning for NRW.	27 May-3 Jun 2022, 2023	Internal Communications Coordinator (In collaboration with People Leaders)
<b>2.2</b> We will encourage all our employees, members and volunteers to participate in NRW activities within their communities.	27 May-3 Jun 2022, 2023	Internal Communications Coordinator (In collaboration with People Leaders)
<b>2.3</b> RWG members will lead by example by engaging in NRW external activities of significance and sharing their experiences internally.	27 May-3 Jun 2022, 2023	Executive Director, Corporate Services
<b>2.4</b> Each of Vinnies' five regions and our central offices (Woolloomooloo and Lewisham) will organise at least one internal event to recognise and celebrate NRW and register these events on Reconciliation Australia's website.	27 May-3 Jun 2022, 2023	Executive Director, Membership, Volunteers and Regional Operations (In collaboration with Regional Directors)  Manager, People, Strategy and Change



## ACTION 3

Promote reconciliation through our sphere of influence.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>3.1</b> We will establish Regional RWG's in each of our five regions across NSW to identify, develop and promote strategies to engage employees, members and volunteers in discussions, activities and events in support of reconciliation in their communities.	Jul 2022, 2023	Executive Director, Membership, Volunteers and Regional Operations
<b>3.2</b> We will develop an overarching organisational staff engagement strategy that can be utilised as a guiding document for our Regional RWGs.	Jan 2022, Review-Jan 2023	Executive Director, Membership, Volunteers and Regional Operations (In collaboration with Regional Directors)
<b>3.3</b> We will openly promote reconciliation within Vinnies and communicate our commitment publicly including through our Regional RWG's, member and volunteer networks, our shops and our services.	Jul 2022, 2023	Director, Communications and Marketing
<b>3.4</b> We will register to join RAP discussion groups coordinated through Reconciliation Australia.	Sep 2021	Aboriginal Engagement Partner (In collaboration with the RAP Working Group)
<b>3.5</b> We will establish a dialogue with the St Vincent de Paul Society in other States and Territories and partner organisations who are implementing RAP strategies to identify opportunities for collaboration and support.	Sep 2021	Aboriginal Engagement Partner (In collaboration with the RAP Working Group)
<b>3.6</b> We will review and develop resources to support our school groups to engage with reconciliation and champion reconciliation initiatives in their communities.	Jul 2022	Youth Engagement Coordinator

## ACTION 4

Support advocacy on social justice issues with First Nations Peoples by engaging in policy processes, raising awareness amongst Society People, and supporting key campaigns.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>4.1</b> We will ensure First Nations Peoples perspectives are reflected in our Social Justice policy and advocacy work and use our voice to support campaigns led by First Nations Peoples.	Jul 2022	Manager, Policy and Advocacy (In collaboration with the Social Justice Committee)
<b>4.2</b> We will provide opportunities for our partner organisations, employees, members, volunteers and supporters to learn about and engage in key social justice issues for First Nations Peoples, including the Uluru Statement from the Heart.	Jul 2022	Manager, Policy and Advocacy

## ACTION 5

Promote positive race relations through anti-discrimination strategies.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>5.1</b> We will strengthen understanding of our Code of Conduct, Respectful Workplace Policy and Diversity and Inclusion (Anti-Discrimination) Policy. We will promote and implement these policies through various communication channels and training modules, review their impact and identify further ways to embed knowledge and promote positive race relations throughout the Society.	Jul 2022, Review-Mar 2023	Manager, People Strategy and Change
<b>5.2</b> We will ensure our First Nations Employee Network is given opportunities to provide input into the review of People and Culture policies and procedures that encourage a culturally safe and inclusive workplace.	Jul 2022, 2023	Director, People and Culture Director, Governance, Risk and Safeguarding
<b>5.3</b> All employees, members and volunteers will be required to complete training on the Society's anti-discrimination policies and their importance within the workplace to eliminate racism.	Jul 2022, 2023	Director, People and Culture (In collaboration with People Leaders)
<b>5.4</b> People Leaders will champion non-discrimination within their spheres of influence	Jul 2022, 2023	Director, People and Culture (In collaboration with People Leaders)
<b>5.5</b> We will continue to publicly support anti-discrimination campaigns (including calls for a National anti-racism strategy), initiatives, or stances against racism.	Review-Jul 2022	Manager, Policy and Advocacy

# RESPECT

**St Vincent de Paul Society NSW recognises Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and respects their cultures, lands, waters, histories; and their right to live in a society free of economic, social, and cultural oppression. All Society employees, members and volunteers, will acknowledge and be expected to support this vision in all aspects of their work.**

We acknowledge and celebrate the deep, abiding pride that Aboriginal and Torres Strait Islander peoples have in their diverse cultures and we place great value in the contributions they make to the wider Australian society. We welcome the chance to learn more, and we are actively building education opportunities for employees and members through our Cultural Competency Framework.

## FOCUS AREA


**Our People.** We will nurture and support all our people so that they are fully engaged and empowered to work together towards addressing poverty and disadvantage.

### ACTION 6

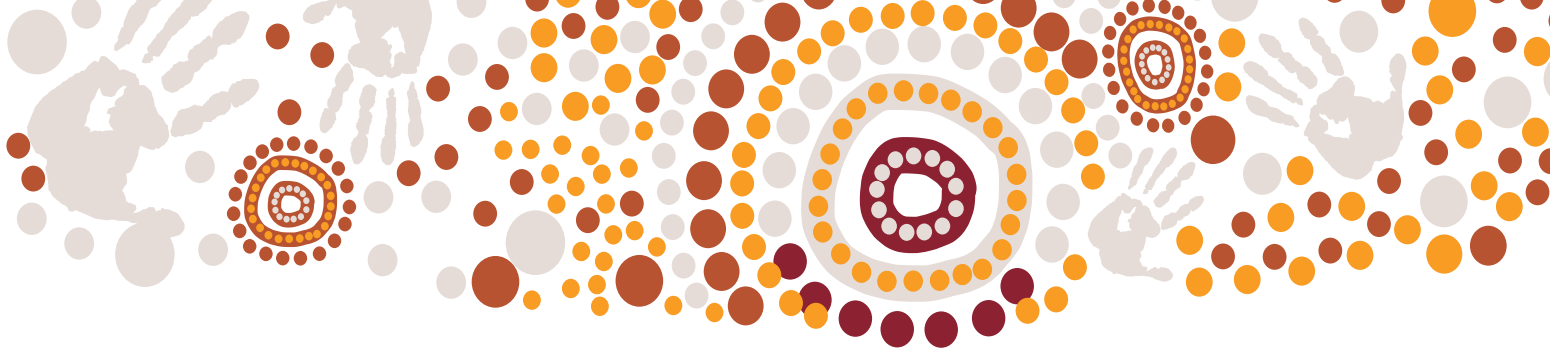
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>6.1</b> We will create opportunities for all our employees, members and volunteers to engage in the Gan-na (Bundjalung – Deep Listening) Cultural Awareness eLearning program through a variety of delivery options.	Sep 2021, 2022	Manager, Learning and Development, Aboriginal Engagement Partner
<b>6.2</b> Participant feedback from our Gan na program will be reviewed annually and used to identify gaps in cultural learning needs.	Sep 2021, 2022	Manager, Learning and Development,
<b>6.3</b> Dedicated cultural workshops will be developed in consultation with our First Nations advisors to complement the roll-out of the Gan-na program across the Society.	Mar 2022	Aboriginal Engagement Partner (In Consultation with Manager, Learning and Development)
<b>6.4</b> We will continue to facilitate positive exposure to our First Nations Peoples cultural diversity within our workplaces including displaying artworks.	Sep 2021	Director, People and Culture (In collaboration with People Leaders)





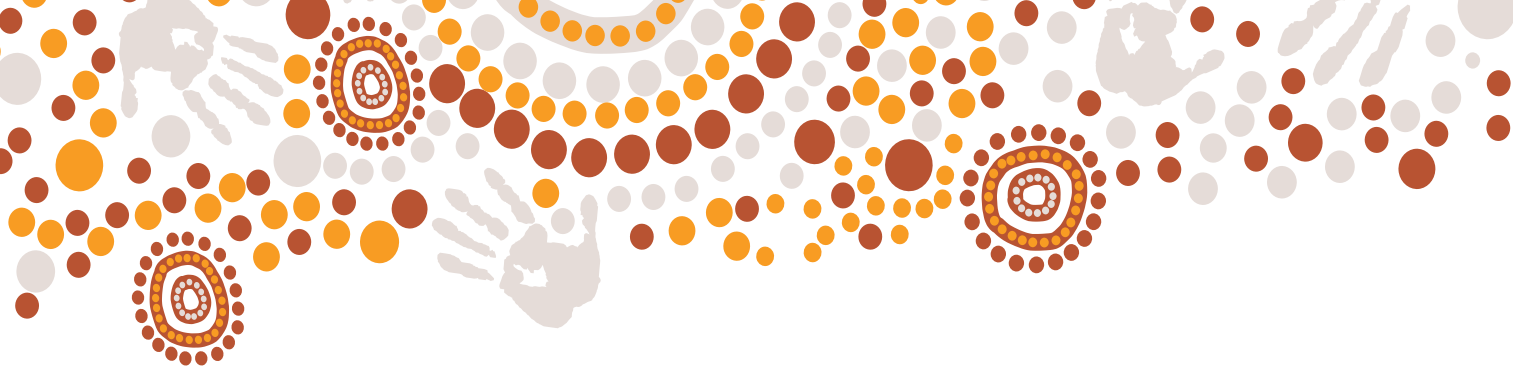
DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>6.5</b> We will provide opportunities for employees, members and volunteers to participate in cultural immersion activities.	Mar 2022	Aboriginal Engagement Partner (In consultation with Manager Learning and Development)
<b>6.6</b> We will continue to improve and implement our Aboriginal and Torres Strait Islander Cultural Competency Framework to support our people to develop the awareness, knowledge and skills they need to make workplaces, services, shops and community assistance culturally safe places to work or engage with the Society. This framework will include the finalisation and launch of tailored on-line learning modules that will be available to all employees and volunteers.	Dec 2021, 2022	Manager, People Strategy and Change (In collaboration with Aboriginal Engagement Partner)
<b>6.7</b> We will incorporate the Cultural Competency Framework into the design of our new formal Learning and Development Strategy and will conduct a review of our cultural learning needs one year after commencement of this RAP.	Implement – Aug 2022  Review – Mar 2023	Manager, Learning and Development
<b>6.8</b> We will develop specific resources and complementary initiatives for our conference members to support increased cultural competency and engagement in reconciliation initiatives.	Sep 2021, 2022	Manager, Member and Youth Experience
<b>6.9</b> To further support our retail employees and volunteers we will identify and implement tailored strategies to raise awareness of our commitment to reconciliation and ensure the cultural safety of our shops for First Nations Peoples.	Jul 2022	Director, Retail and Logistics
<b>6.10</b> The Executive Leadership Team (ELT) and RAP Working Group will lead by example in completing both the Gan-na program and attending cultural information workshops and sharing their experiences internally.	Dec 2021	Executive Director, Corporate Services
<b>6.11</b> We will enhance understanding of cultural days of significance such as Sorry Day and Harmony Day amongst our employees, members and volunteers by sharing resources and promoting opportunities to engage in events and discussions. We will communicate through our internal and external channels to raise awareness, with a focus on amplifying First Nations Peoples' voices.	Aug 2021  Periodical Review – Jan 2022	Manager, Communications



## ACTION 7

Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<p><b>7.1</b> We will continue to build understanding of First Nations language groups and nations. This will be done through a variety of methods, including the ongoing roll-out of Acknowledgement of Country plaques at Vinnies' outlets and services across NSW. We will also take other opportunities in written and online communications and through our use of the postal system's updated addressing guidelines to acknowledge traditional place names.</p>	Jul 2022	<p>Manager, Communications</p> <p>Manager, Policy and Advocacy</p>
<p><b>7.2</b> We will review and update our Aboriginal Cultural Protocols document maintaining currency and relevance surrounding protocols for 'Acknowledgements and Welcome to Country', Smoking Ceremonies, community engagement practices including embedding of cultural aspects into service delivery.</p>	Sep 2021, 2022	<p>Aboriginal Engagement Partner,</p> <p>Internal Communications Coordinator</p>
<p><b>7.3</b> We will provide directions and education on the use of Aboriginal Cultural protocols to all employees, members and volunteers embedding recognition and respect within the Society.</p>	Nov 2021	<p>Aboriginal Engagement Partner,</p> <p>Internal Communications Coordinator</p>
<p><b>7.4</b> An Acknowledgement of Country will be delivered at our internal meetings and forums, with invitations extended to Traditional Custodians to perform a Welcome to Country at all significant public events such as our CEO Sleepout and annual Rosalie Rendu Forum.</p>	Jul 2022, 2023	<p>Director, Communications and Marketing</p>



## ACTION 8

Improve the cultural competency of our service delivery workforce to ensure the safety and inclusion of First Nations Peoples.

DELIVERABLE	TIMELINE	RESPONSIBILITY
8.1 We will support our services to engage in quality self-assessment processes to identify gaps in cultural competency and ensure actions are monitored in quality improvement plans.	Mar 2022	Executive Director, Vinnies Services (in collaboration with Directors, Vinnies Service)
8.2 Using industry-specific audit and assessment tools, we will support our services to assess their cultural competence in more detail, targeting service areas that need additional guidance and awareness raising support.	Jul 2022, 2023	Executive Director, Vinnies Services (in collaboration with Directors, Vinnies Service)

## ACTION 9

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

DELIVERABLE	TIMELINE	RESPONSIBILITY
9.1 We will work closely with our Bulbulwul Baya partners to identify external NAIDOC week events that we will promote across the Society encouraging all employees, members and volunteers to attend.	Jul 2022, 2023	Aboriginal Engagement Partner Internal Communications Coordinator
9.2 RAP Working Group members, to attend and participate in identified external NAIDOC week events.	Jul 2022, 2023	CEO (In collaboration with RAP Working Group)
9.3 We will support the participation of our employees, members and volunteers in community NAIDOC Week events, coordinating our engagement to ensure representation across a number of locations.	Jul 2022, 2023	CEO (In collaboration with Executive Directors)
9.4 We will review People and Culture policies and practices to identify and address administrative barriers to First Nations employees participating in NAIDOC week.	May 2022, 2023	Manager, People Strategy and Change

# OPPORTUNITIES

**One of the most important reconciliation actions we can undertake, as an organisation, is to support economic outcomes by providing employment and procurement opportunities for Aboriginal and Torres Strait Islander peoples and businesses.**

We will strive to ensure our workforce and our supply chain reflect the diversity of the communities in which we work and in so doing recognise the inherent benefit that will bring to our workplace through increased diversity of perspectives and enriched cultural presence. We will make every effort to provide meaningful volunteer opportunities for Aboriginal and Torres Strait Islander peoples.

We will implement our recently developed Aboriginal and Torres Strait Islander Recruitment and Retention Strategy to increase employment opportunities for First Nations Peoples within the Society to provide fulfilling and meaningful employment and career progression.

## FOCUS AREA

**Our People.** We create opportunities for all of our people to engage with our tradition, mission and vision.

### ACTION 10

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

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>10.1</b> We will implement our Aboriginal and Torres Strait Islander Recruitment and Retention Strategy with the goal of increasing the number of First Nations Peoples in our workforce and establishing the St Vincent de Paul Society NSW as an employer of choice for First Nations Peoples.	Sep 2022, Jul 2023	Manager, People and Culture Services
<b>10.2</b> We will continue to facilitate a First Nations Employees Network and ensure the network is regularly consulted in the implementation of our recently developed Aboriginal and Torres Strait Islander Recruitment and Retention Strategy, including professional development opportunities.	Jul 2022	Aboriginal Engagement Partner (In collaboration with Director, People and Culture)
<b>10.3</b> We will identify and encourage professional development opportunities for Aboriginal and Torres Strait Islander employees utilising our Preceda on-line staffing data.	Dec 2021, 2022	Director, People and Culture
<b>10.4</b> We will review and streamline our recruitment processes to eliminate bias and remove barriers to First Nations Peoples participation and progression in our workplace.	Dec 2021	Manager, People and Culture Services
<b>10.5</b> We will advertise and promote job vacancies through known Aboriginal and Torres Strait Islander community networks, organisations and communication channels. We will actively seek partnerships with preferred Job Active Agencies, for example the Aboriginal Employment Service.	Sep 2021, Review Sep 2022	Manager, People and Culture Services

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>10.6</b> We will establish agreed goals for Identified and Targeted positions.	Dec 2021	Director, People and Culture (In collaboration with People Leaders)
<b>10.7</b> Our members strategy will review how we can engage First Nations Peoples in joining the St Vincent de Paul Society.	Mar 2022	Executive Director, Members, Volunteers and Regional Operations (in collaboration with Manager, Member and Youth Experience)
<b>10.8</b> In developing our volunteer strategy we will consider how we can ensure culturally safe volunteering opportunities and create pathways that are inclusive of First Nations peoples and communities.	Mar 2022	Executive Director, Members, Volunteers and Regional Operations (in collaboration with Manager, Volunteer Experience)

## ACTION 11

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

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>11.1</b> We will build into our existing Procurement Policy, an Aboriginal and Torres Strait Islander procurement strategy to support relationships with Aboriginal and Torres Strait Islander suppliers and address any barriers to procuring goods and services from First Nations Peoples' businesses and contractors.	Mar 2022	Group Manager, Procurement and Fleet
<b>11.2</b> We will reassess and explore membership opportunities with Supply Nation.	Aug 2021	Group Manager, Procurement and Fleet
<b>11.3</b> We will identify and support existing commercial relationships with First Nations Peoples' enterprises and communicate these opportunities to employees.	Jul 2022	Group Manager, Procurement and Fleet
<b>11.4</b> We will identify and support at least one new major commercial relationship with a First Nations contractor or business.	Jul 2022	Group Manager, Procurement and Fleet
<b>11.5</b> We will scope the potential to engage Aboriginal and Torres Strait Islander tradespeople, contractors and suppliers and other small businesses in relation to our facilities management activities.	Jul 2022	Director, Property and Facilities
<b>11.6</b> We will establish systems and processes to enable us to understand, monitor and grow expenditure with Aboriginal and Torres Strait Islander businesses over time.	Dec 2021, 2022	Group Manager, Procurement and Fleet
<b>11.7</b> We will develop an internal communications campaign to communicate throughout the organisation opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander business.	Feb 2022	Internal Communications Coordinator



# GOVERNANCE

## ACTION 12

Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>12.1</b> Our RWG will oversee the implementation of our second Innovate RAP strategy (meeting bi-monthly), maintaining strong First Nations Peoples representation.	Aug 2021 (Bi-monthly)	Manager, People Strategy and Change Aboriginal Engagement Partner
<b>12.2</b> The Society's RAP Working Group Terms of Reference will be reviewed and updated annually.	Nov 2021, Nov 2022	Manager, People Strategy and Change

## ACTION 13

Provide appropriate support for effective implementation of RAP commitments.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>13.1</b> Our RAP Working Group will work closely with Directors, Regional Directors and members and volunteers to discuss and define resources to effectively deliver on the commitments outlined in the RAP.	Aug 2021 (Bi-Monthly)	Executive Director, Corporate Services (In collaboration with RAP Working Group)
<b>13.2</b> We will engage our Senior Leaders and other employees in the delivery of RAP commitments by including RAP outcomes in our Strategy implementation plan and reporting.	Aug 2021, 2022	Director, Strategy and Outcomes
<b>13.3</b> The CEO will champion the RAP.	Aug 2021, 2022	CEO
<b>13.4</b> We will develop and maintain appropriate systems to track, measure and report on our RAP.	Dec 2021	Aboriginal Engagement Partner (In collaboration with RAP Working Group)

## ACTION 14

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

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>14.1</b> We will collect relevant data and stories from across the organisation, including our membership, to complete the Reconciliation Australia RAP Impact Measurement Questionnaire.	Sep 2021, 2022	Manager, People Strategy and Change (In collaboration with People Leaders and Central Council Presidents)
<b>14.2</b> Regular updates on RAP Actions will be made available to all employees via our internal communication channels with half yearly reports presented to our State Council and Board members.	Aug 2021 (then bi-annually)	Manager, People Strategy and Change Internal Communications Coordinator
<b>14.3</b> Our publicly available Annual Report will include information about progress made against our Reconciliation Action Plan and this will be shared with our Bulbulwul Baya Advisory Group partners.	Aug 2021, 2022	Manager, People Strategy and Change Aboriginal Engagement Partner
<b>14.4</b> We will continue to participate in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2022	Manager, People Strategy and Change Director Communications and Marketing

## ACTION 15

Continue our reconciliation journey by developing our next RAP.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<b>15.1</b> We will register our intention to begin developing our next RAP via Reconciliation Australia's website with the objective of transitioning to a Stretch RAP Plan.	Aug 2023	Aboriginal Engagement Partner



St Vincent de Paul Society  
NSW

*good works*

## CONTACT DETAILS

**Aboriginal Engagement Partner**

**Email:** [reconciliation@vinnies.org.au](mailto:reconciliation@vinnies.org.au)

**Ph:** (02) 9568 0262

