



COLLECTIVE HOPE
REFLECT
JANUARY 2023 - JANUARY 2024



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MESSAGE FROM THE CEO OF RECONCILIATION AUSTRALIA

Reconciliation Australia welcomes Collective Hope Disability Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP. Collective Hope Disability Services joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program. Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives. The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance. It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society. This Reflect RAP enables Collective Hope Disability Services to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey. Congratulations Collective Hope Disability Services, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine | Chief Executive Officer
Reconciliation Australia



RAP ARTIST: EDIE ULRICH

Edie Ulrich was born as "Buoodooon" (Aboriginal name) on Darlot country (near Wiluna, Western Australia) on her father's mining lease. She spent her early childhood days living, learning and loving her Aboriginal cultural life on country.

Growing up she always acknowledged that she grew up in the best of both worlds - her Dad's Italian culture and her Mum's Aboriginal culture. Edie is now an Elder and has lived in Kalgoorlie for over 20 years. She is married and is mum to four children.

Edie is a carer for her son Antal, who is now in his early 20s and was given to her to raise when he was a newborn (2 days old). Antal is a special needs young bloke who needs constant care, needing one-on-one supervision for his every day needs. Also, for seven years Edie cared for her mother who had a stroke and was wheel chair bound.

Edie finds relaxation in painting and doing her artwork. She paints in a unique Aboriginal style of art that is inspired by her love of the bush, the stories she was told about her country and the beauty she sees on her traditional lands.

THE STORY OF THE ARTWORK

"This reconciliation piece represents family tradition of going out bush hunting and gathering bush foods such as gnarmarrngas (honey ants), loongies (witchetty grubs) and karlkurlas (bush pears). As a family spending time together eating, yarning and enjoying each other's company makes life extra special. Wildflower season is beautiful to witness. Plenty of everlastings and marlu gooroo (sturt's desert pea) the transformation this makes to the bush is inspiring and the blend of colours is beautiful."





MESSAGE FROM THE CEO OF COLLECTIVE HOPE

A quick glimpse here will reveal how much work has gone into supporting the goals of reconciliation.

Firstly, the beautiful artwork by Edie Ulrich which has pride of place in our head office reception area in Morley. It really is quite breathtaking in real life!

Secondly, the contribution of the team who have tirelessly worked on this project to make it more than just a document. It has to be embedded in who we are and our goal of bringing hope into our world.

Such is the nature of hope which underlines everything that we do here at Collective Hope. We are hopeful that our work can make a difference in the lives of those with whom we engage. We are hopeful that we can make an impact on the sector(s) we work within. We are hopeful that our clients and staff can see a better way - a new way forward.

We have hope in all that we do, including reconciliation. In fact, we would say that hope is woven into the work of reconciliation. It weaves in as a thread, or a number of threads, as we seek to bring people together. Where would reconciliation be without hope?

Wherever you are, engaging with Collective Hope or not, we hope that you will be blessed. We hope that you will be impacted. And we hope that you will get involved somewhere, somehow, in making this world a better place!

Chris Friend | Chief Executive Officer
Collective Hope Community Services

OUR BUSINESS

THE BUSINESS OF CREATING OPPORTUNITIES FOR PEOPLE TO LIVE THEIR BEST LIVES

Collective Hope Community Services was established in 2019 as an accredited NDIS provider and uses a Hub-and-Spoke model of service delivery across accommodation, wrap-around supports and the delivery of peer-assisted recovery education.

Collective Hope continues to grow, now offering a full suite of supports in the disability sector, with clients located throughout the Perth-metro area, specialising in psychosocial disabilities.

Services currently include:

- NDIS Consultation
- Support Coordination
- Accommodation Services
- Community Participation and Daily Living
- Positive Behaviours Support
- Recovery College
- Counselling

Collective Hope's key strategic engagement focus has been to address the immediate physical needs of our clients, ensuring secure long-term accommodation, which enables longer-term wrap-around supports to become engaged. We recognise that having a longer-term approach enables each individual the opportunity to stabilise and move towards independence.

Where accommodation is a priority, we adopt a bespoke model, aiming to find a suitable location to house each individual as they address their needs resulting in safety, inclusivity, connectedness and support.

We are also engaged in recovery and community education, partnering with the WA Recovery College Alliance and delivering a range of community education programs with a recovery focus.

Further, we provide counselling services into educational, community and rehabilitation spaces, supporting the work of transformation.

We are delighted to begin our reconciliation journey through adopting Collective Hope's own Reconciliation Action Plan and committed to strengthening our understanding and bond with our First Nation people to help us and other NDIS services to close the social gaps that exist today, enabling us to flourish as a nation.

We highly value the opportunity to partner with Aboriginal and Torres Strait Islander organisations in programs that align with our vision and mission. Further, we currently have staff who self-identify as being Aboriginal.



OUR RECONCILIATION ACTION PLAN

As a care service, Collective Hope considers it a moral obligation to support reconciliation with First Nations Peoples – especially given the historical maltreatment of Aboriginal and Torres Strait Islander peoples in Australia and the still perceptible effects of this history on our nation.

Collective Hope has experienced growth in the number of First Nations clients, with 1/3 being self-identified as being Aboriginal and we intend to further expand these numbers. Recognizing the need for culturally sensitive specialized services for these clients, Collective Hope has already taken steps to address this issue. Engaging a number of first nations people as employees and consultants to assist culturally appropriate delivery of individualised services, Collective Hope looks forward to this RAP offering guidance for the delivery of future services



The Collective Hope plan for the RAP is to:

- Increase awareness of the need for a positive Reconciliation Action Plan within the organisation and identify gaps in current policies and practices.
- Engage more cross-cultural advisors with specialisation in Aboriginal/non-Aboriginal communication and relationships.
- Actively recruit appropriate Aboriginal and Torres Strait Islander workers and others with particular regional and cultural connections to assist the NDIS participants.
- Provide practical services to Aboriginal and Torres Strait Islander People NDIS participants on a local level.
- Provide on-going and regular professional development training for staff caring for Aboriginal and Torres Strait Islander People NDIS participants.
- Provide on-going cultural learning in the Recovery College program (a peer-directed process) that will include elements that assist local reconciliation processes.
- Establish a mentor program for Aboriginal and Torres Strait Islander carers with responsibility for Aboriginal and Torres Strait Islander NDIS participants.



OUR RECONCILIATION ACTION PLAN

Relationships

Action	Deliverable	Timeline (Beginning dates)	Responsibility
1. Establish & strengthen mutually beneficial relationships with Aboriginal & Torres Strait Islander stakeholders and organizations.	Identify Aboriginal & Torres Strait Islander stakeholders & organizations within CH local area &/or sphere of influence.	March 2023	Manager of Operations (CH)
	Research best practice & principles that support partnerships with Aboriginal & Torres Strait Islander stakeholders & organizations.	March 2023	Manager of Operations (CH)
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2023	Manager of Operations (CH)
	RAP Working Group members to participate in an external National Reconciliation Week event.	27 May- 3 June, 2023	Manager of Operations (CH)
	Encourage and support staff & senior leaders to participate in at least one external event to recognize & celebrate National Reconciliation Week.	27 May- 3 June, 2023	Manager of Operations (CH)
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	July 2023	Manager of Operations
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2023	Manager of Operations
	Identify RAP & other like-minded organizations that we could approach to collaborate with on our reconciliation journey.	July 2023	Manager of Operations (CH)
4. Promote positive race relations through anti-discrimination strategies.	Research best practice & policies in areas of race relations & anti-discrimination.	July 2023	Manager of Operations (CH)
	Conduct a review of HR policies & procedures to identify existing anti-discrimination provisions, & future needs.	July 2023	Manager of Operations (CH)



OUR RECONCILIATION ACTION PLAN

Respect

Action	Deliverable	Timeline (Beginning dates)	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	July 2023	Manager of Operations (CH)
	Conduct a review of cultural learning needs within our organisation	July 2023	Manager of Operations (CH)
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational areas.	July 2023	Manager of Operations (CH)
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2023	Manager of Operations (CH)
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC week	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2023	Manager of Operations
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2023	Manager of Operations
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2023	Manager of Operations (CH)





OUR RECONCILIATION ACTION PLAN

Opportunities

Action	Deliverable	Timeline (Beginning dates)	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	September 2023	Manager of Operations (CH)
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2023	Manager of Operations (CH)
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2023	Manager of Operations (CH)
	Investigate Supply Nation membership	September 2023	Manager of Operations (CH)
Governance			
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a Reconciliation Working Group to govern RAP implementation.	October 2023	Manager of Operations (CH)
	Draft a Terms of Reference for the Reconciliation Working Group.	October/November 2023	Manager of Operations (CH)
	Establish Aboriginal and Torres Strait Islander representation on the Reconciliation Working Group.	October/November 2023	Manager of Operations (CH)
11. Provide appropriate support for effective implementation of RAP commitments	Define resource needs for RAP implementation.	October 2023	Manager of Operations (CH)
	Engage senior leaders in the delivery of RAP commitments.	October 2023	Manager of Operations (CH)
	Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2023	Manager of Operations (CH)



OUR RECONCILIATION ACTION PLAN

Governance (cont'd)			
Action	Deliverable	Timeline (Beginning dates)	Responsibility
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact <i>Measurement Questionnaire</i> to Reconciliation Australia.	September 2023	Manager of Operations (CH)
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our RAP.	September 2023	Manager of Operations (CH)
Contact details about our RAP	Name: Beverley Wilson-Malcolm Position: Manager of Operations Phone: 0430 149 639 Email: bevwm@collectivehope.org.au		

OUR ACTIVITIES AND PARTNERSHIPS

Collective Hope has:

- Engaged expertise from Psychology Australia Local Service (PALS) to assist in the development of more appropriate care of Aboriginal and Torres Strait Islander People NDIS participants that includes reconnection to family and Country.
- Engaged a First Nations People consultant to be part of an oversight group for a particular high-needs case where reconnection to culture was desired. This has proven to be a valuable inclusion and this engagement will be extended to other cases.
- Arranged a network of support groups when assisting the above-mentioned re-engagement of an Aboriginal artist with her craft. Supported accommodation was arranged with Urban Fabric in Fremantle, acquired the commission of artwork by a film crew working with Children of Mt Margaret Inc, and liaised with other organisations to provide art materials and ongoing commissions. This project required the establishment of a network of cooperating agencies to ensure that it is an ongoing venture and since then she has contributed to the care of others from her “lived experience” of recovery.
- Connected with other service agencies through referrals of NDIS Aboriginal and Torres Strait Islander People participants:
 - Lighthouse
 - Richmond Fellowship
 - Enable WA
 - St Jude's
 - MIFWA
 - DDWA