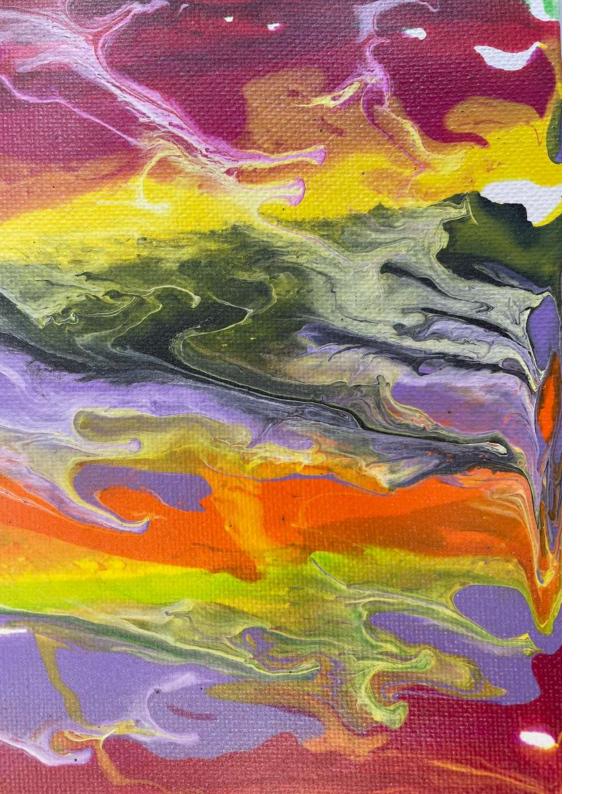


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Acknowledgement of Country

South Coastal Health & Community Services and Babbingur Mia respectfully acknowledge the traditional owners of this land, the Wadjuk Noongar people and their continuing connection to the land, waters and community.

We pay our respects to all members of Aboriginal communities and their cultures; and to Elders past and present.



Kaya

Ngalak kaadatj Noongar/Wadjak moort nidja boodja-k ngalak yaak.

Ngalak kaadatj bandang birdiya koora-koora wer yeyi. Boorda/yanga.

Reconciliation Australia - CEO Statement



Reconciliation Australia welcomes South Coastal Health & Community Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

South Coastal Health & Community Services joins a network of more than 2,200 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 South Coastal Health & Community 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 South Coastal Health & Community 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

Acknowledgement of Artwork

We would like to thank the Artists of the Women's Yarning group and Brandon Clarke for allowing South Coastal Health & Community Services to use their work for our 'REFLECT' Reconciliation Action Plan (RAP). This use of artwork is significant in our organisation as it symbolises the unity of Aboriginal and Torres Strait Islander and Non-Aboriginal people working together to create beautiful art which is displayed within our organisation.











Reflect paintings

Moorditj Marra Yarning Group 2001

(Women's Yarning Group)

Medium used: Experimenting with pouring paint onto canvas creating different textures and visuals.

Snake Outline

Artist: Brandon Clarke

Medium Used: Finger paint on Canvas.

Fingerprints - Created by the attendees at the March 2021 "Coming Together" event held at South Coastal Health & Community Services and Babbingur Mia.

Our Business

South Coastal Health & Community Services are run from our office at 4 Civic Boulevard, Rockingham WA 6168. South Coastal Health & Community Services employs 33 people including 4 casuals, of that 10 are Aboriginal and Torres Strait Islander people which makes up almost 80% of the Babbingur Mia Service.

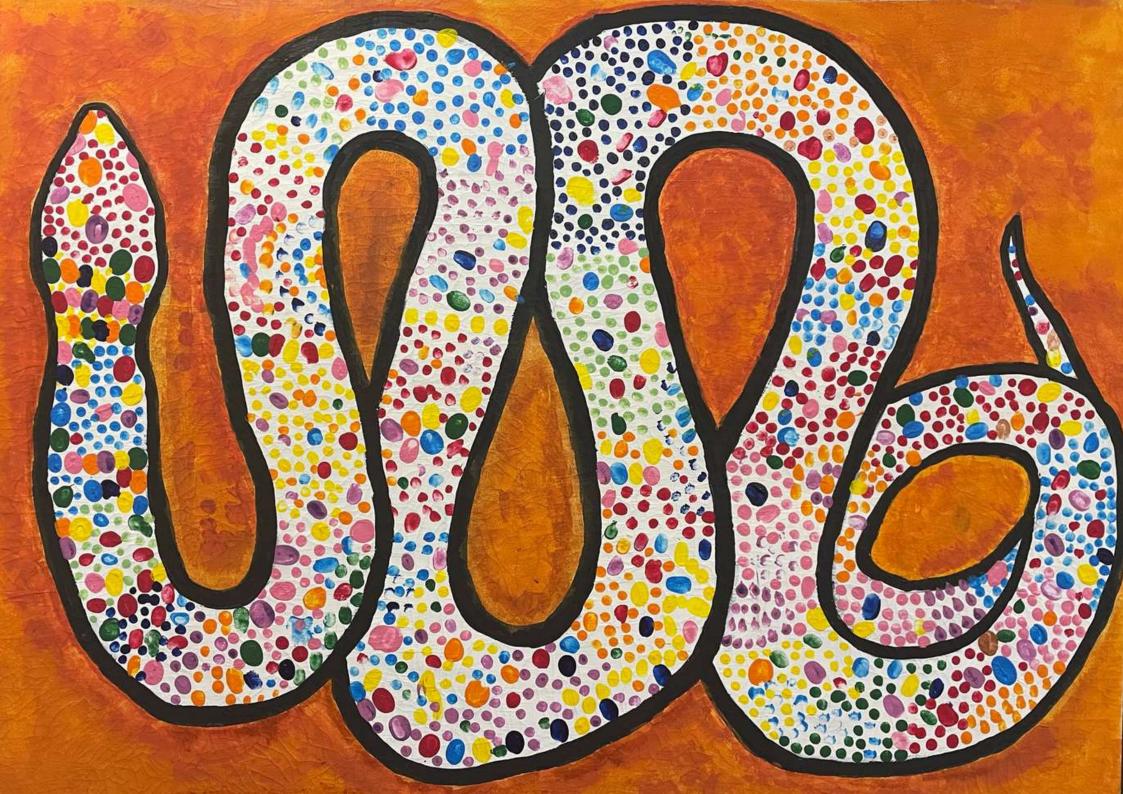
Our Vision and Mission

South Coastal Health & Community Services vision can be seen throughout all areas of the organisation. South Coastal Health & Community Services vision is founded on the ideology of strong women, strong families and stronger communities. The way in which we implement our vision is through the organisation mission statement. South Coastal Health & Community Services mission is to work collaboratively to maximise opportunities for people to engage with integrated services that promote and support their health and wellbeing.

Our Customers, Users and Stakeholders

South Coastal Health & Community Services offers services to the diverse community of the South Corridor, Perth, WA. South Coastal Health & Community Services was founded as a not-for-profit women's health centre, however as the community developed, South Coastal Health & Community Services service delivery platform has evolved to meet the growing need. At this time our main clientele base is women and families, accessing counselling services, support groups (such as the Circle of Security Program) and women's health services.

South Coastal Health & Community Services also provides culturally secure health, social and emotional wellbeing services for individuals who identify as Aboriginal and Torres Strait Islander, through South Coastal Babbingur Mia. South Coastal Babbingur Mia offers a friendly flexible service to the Aboriginal and Torres Strait Islander communities throughout Rockingham and Kwinana. The staff members work together to support women, children, new mums and men, for good health, social and emotional wellbeing. This service is delivered in both an outreach setting and onsite.



Our Products and Services

South Coastal Health & Community Services offers a variety of health, social and emotional wellbeing services which support the needs of our diverse community. South Coastal Health & Community Services currently has five funded programs:

- Family Abuse Advocacy Support Team (FAAST): offering women and children who are experiencing or have experienced domestic violence access to individual counselling. South Coastal Health & Community Services also runs an Onwards and Upwards group for children, who are in Year 3 Year 6, who are experiencing stressful situations and need support to develop coping strategies;
- Perinatal Mental Health Support Program: supporting the community through individual counselling and support groups /
 programs. One program is the Circle of Security. South Coastal Health & Community Services has developed sub programs
 for further support Circle of Support and Circle Conversations, providing the opportunity to implement the tools participants
 have learnt, with the support and guidance of the facilitators, and to meet other parents in a facilitated environment for
 discussion.
- Women's Health: offering a women's health clinic and the Emotional Health and Wellbeing program. Services include, individual counselling and Emotional Health and Wellbeing Workshops exploring a variety of issues including: trauma, grief and loss, self-esteem and unhelpful thinking patterns.
- Indigenous Australians Health Program (IAHP): providing members of the Aboriginal and Torres Strait Islander communities access to effective, comprehensive high-quality care that is culturally appropriate and meets their health needs. South Coastal Health & Community Services operates this program under South Coastal Babbingur Mia. The Aboriginal and Torres Strait Islander Health Practitioners complete health assessments, health checks, referrals to other services when required and offer social and emotional wellbeing support. Under this program South Coastal Babbingur Mia also provides prenatal and antenatal health checks, child health checks and advocacy support services.
- WA Primary Health Alliance (WAPHA): Partnering with WAPHA, South Coastal Babbingur Mia is supporting members of the Aboriginal and Torres Strait Islander communities experiencing mental health struggles, alcohol and drug addiction. The services are delivered utilising culturally secure practices.

External and Competitive Environment

South Coastal Health & Community Services is a notfor-profit organisation with limited funding options. As the government shifts the burden of care of social issues towards a free market, the funding arrangements within the not-for-profit domain are not increasing. This has impacted upon accessibility to services and long waitlists.

Being a not-for-profit organisation South Coastal Health & Community Services does not have profit margins which can be utilised to employ more staff members to deliver services. Therefore, South Coastal Health & Community Services ability to be competitive against the free market is very limited.



Our Reconciliation Action Plan (RAP)

RAP is an important part of our organisations plan to be inclusive and to develop a partnership with Aboriginal and Torres Strait Islander peoples. Our aim is to build a strong relationship with our Elders and community leaders and other Aboriginal and Torres Strait Islander organisations. Our reason for introducing RAP to our services, is to build an understanding between our different cultures and promote a holistic approach to all aspects of mental and physical health care in the community and to influence cultural safety and be committed to a shared vision of being better informed. We support positive change and provide a solid foundation within South Coastal Health & Community Services by procuring high quality cultural training for all staff members. We aim that through our future RAP'S both Aboriginal and Torres Strait Islander and non-Indigenous cultures enable South Coastal Health & Community Services to become one solid multi-cultural organisation. South Coastal Health & Community Services has a RAP committee consisting of Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander staff members. We meet regularly to discuss our vision and how we can reconcile and implement the South Coastal Health & Community Services RAP. Our RAP Champion is Dr Gill Walker CEO.

We believe we have already made progress in many areas including:

- Previous events attended include Rotary, NAIDOC and Domestic Violence Walk
- Runners up in the 2022 Naidoc Program of the Year WA Award
- An ongoing agreement with Marr Mooditj that we take on their practical students
- Success in obtaining funding through a grant application which allows us to upskill Aboriginal workers during the next 12 months
- Looking at environmental and Decors within the building. Seasons have been painted across the wall in the Babbingur Mia corridor and signs have been put on the front door at South Coastal Health & Community Services. An Aboriginal and Torres Strait Islander dot painting will be commissioned to paint a path from the entrance of South Coastal Health & Community Services to the Babbingur Mia entrance.

Our Partnerships and Current Activities

Community Partnerships

Come as you Can (CAYC)

Trauma recovery for **Aboriginal and Torres** Strait Islander Communities

Moorditj Koort

(Strong Heart)

Provides health and

wellness support to

Sexual Assault Resource Centre (SARC)

Provides a free service to people affected by sexual violence

Wungening Moort

Aboriginal and Torres Strait Islander peoples

(Families Healing)

Provides culturally secure and holistic programs and strategies to assist Aboriginal and Torres Strait Islander families

Rockingham Respiratory **Support Group**

Provides people in similar situations the opportunity to come together to support each. other

Kadadijiny Mia

(Knowledge Home)

Aboriginal and Torres Strait Islander training resource centre

Carers WA

Provides support through counselling, education/training, social support and advocacy

Moorditj Djena

(Strong Feet)

Provides podiatry and diabetes education services for Aboriginal and Torres Strait Islander peoples

Our Partnerships and Current Activities

Internal Activities and Initiatives

Rockingham Outrageously Ageing Group South

Provides monthly gatherings and events for women in their senior years 50+

FIFO Group

Support group for families impacted by members working FIFO

Moorditj Marra Yarning Group

(Strong Hands)

Provides group activities and support for Aboriginal and Torres Strait Islander women in the community

Circle of Security Group

Building connections between parent and child

Moorditj Maaman Waangkaniny

(Strong Men Talking)
Provides group activities
and support for
Aboriginal and Torres
Strait Islander men
in the community

Emotional Health & Wellbeing Group

Group activities incorporating various topics to improve mental health and wellbeing

Onwards & Upwards Group

Children's group activities grade 3-6 - help build emotional resilience and self esteem

Camps

Men and Women's Yarning Group Away Camps

Babbingur Mia Moort Waabiny

(Friendly House Family Play)

Aboriginal and Torres Strait Islander children's playgroup Ages 0- 5 years

Becoming Dad

Support group for new
Dads focused on
improving connection
with their partner and
child and the group

GrandparentsRaising Children

Group activity to support
Aboriginal and Torres
Strait Islander
Grandparents who are
raising their
grandchildren

Surviving to Thriving

Supporting survivors of Domestic Violence to build connection and thrive

Perinatal Mental Health Group

Supporting new mums with Post Natal Depression and Anxiety to improve their mental health and to build connections



Relationships

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1- Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	 Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. Encourage Aboriginal and Torres Strait Islander community members to participate on the board by becoming Board members. Having the Term of Reference group be more involved in the organisation by having quarterly meetings. Create a Youth group to invigorate the reference group with incentives and a specific paid position to support the groups. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. Networking - Information sessions -Babbingur Mia & South Coastal Health Community Services - Liaise with the City of Rockingham Aboriginal Community Co-ordinator by attending quarterly meetings. 	August 2023 March 2023 March 2023 June 2023 July 2023 July 2023	 Aboriginal Health Worker & Client Services Administrator CEO CEO CEO Aboriginal Health Worker & Client Services Administrator Aboriginal Health Worker & Client Services Administrator

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
2 -Build relationships through celebrating National Reconciliation Week (NRW).	 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. RAP Working Group members to participate in an external NRW event. Encourage and support staff members and senior leaders to 	May 2023 May 2023 May 2023	 Aboriginal Health Worker & Client Services Administrator Aboriginal Health Worker & Client Services Administrator CEO, Aboriginal Health Worker &
	participate in at least one external event to recognise and celebrate NRW.		Client Services Administrator
3 - Promote reconciliation through our sphere of	Communicate our commitment to reconciliation to all staff members.	June 2023	• CEO, Aboriginal Health Worker & Client Services Administrator
influence.	 Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	September 2022	Aboriginal Health Worker & Client Services Administrator
	 Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	September 2022	Aboriginal Health Worker & Client Services Administrator
	Research other organisations RAPs & Processes	July 2023	Aboriginal Health Worker & Client Services Administrator
	 Continue to attend various networking events throughout the year. Events planned for the next 12 months include: 16 days in WA, NAIDOC, National Aboriginal Children's Day celebrations 	August 2023	Aboriginal Health Worker & Client Services Administrator

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
4 - Promote positive race	Research best practice and policies in areas of race relations and anti-discriptions.	June 2023	CEO, Corporate Services Manager, Manager Olivinal Co.
relations through anti- discrimination strategies.	anti-discrimination.		Mental Health Manager, Clinical Co- ordinator & Babbingur Mia Program Co-ordinator
	 Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	June 2023	 CEO, Corporate Services Manager, Mental Health Manager, Clinical Co- ordinator & Babbingur Mia Program Co-ordinator
	 Ensure Policies and Procedures regarding HR are inclusive of Aboriginal and Torres Strait Islander cultures as well as other cultures. The Quality team ensure that from a HR perspective the working environment is inclusive. 	June 2023	CEO, Corporate Services Manager, Mental Health Manager, Clinical Co- ordinator & Babbingur Mia Program Co-ordinator
5 - Build strong relationships with our Elders, community leaders and other Aboriginal	Elders Event will be hosted by South Coastal Health & Community Services & South Coastal Babbingur Mia	June 2023	Aboriginal Health Worker & Client Services Administrator
and Torres Strait Islander run organisations.	 CEO, Corporate Services Manager, Mental Health Manager, Clinical Co-ordinator & Babbingur Mia Program Co-ordinator to attend Term of Reference Group 	June 2023	Aboriginal Health Worker & Client Services Administrator
	 Meeting with Moorditj Koort in August to assess working collaborations and continuing meetings throughout the year 	August 2022 June 2023	Aboriginal Health Worker & Client Services Administrator
	 Cultural Awareness training encouraged and available to all staff with the aim for 100% attendance and minimum 80% attendance required. 	June 2023	CEO, Corporate Services Manager, Mental Health Manager, Clinical Co- ordinator & Babbingur Mia Program Co-ordinator



Respect

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
6 - Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories,	 Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	June 2023	CEO, Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer
knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	June 2023	 Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer
	All staff to undertake face to face cultural learning.	December 2022	 Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer
	 Make the environment culturally suitable appropriate and secure by engaging with workers through monthly staff meetings to learn their views and opinions and act in accordance as appropriate 	June 2023	Aboriginal Health Worker & Client Services Administrator
	Aboriginal Health worker address to the staff at South Coastal Health and Community Services.	December 2022	 Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer
	 Add a standard item to the All Staff Agenda for workers to share their culture on a volunteer basis. 	April 2023	 Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer
	 Engage with local Traditional Owners and/or Aboriginal and Torres Strait Islander staff members to conduct a review of cultural learning needs within our organisation. 	June 2023	 Senior Bookkeeper, Mental Health Outreach Worker, Client Services Support Officer

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7 - 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 area. Increase staff members understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	September 2022 June 2023	 Senior Bookkeeper, Mental Health Outreach Worker & Client Services Support Officer Senior Bookkeeper, Mental Health Outreach Worker & Client Services Support Officer
8 - Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	 Raise awareness and share information amongst our staff members in team meetings about the meaning of NAIDOC Week. Apply for a Grant from City of Rockingham to enable us to work more collaboratively with other organisations and look at hosting joint events. Collaborate with the City of Kwinana to host joint events. Introduce our staff members to NAIDOC Week by promoting external events in our local area. 	July 2023 July 2023 July 2023 July 2023	 Aboriginal and Torres Strait Islander Support Worker Aboriginal and Torres Strait Islander Support Worker Aboriginal and Torres Strait Islander Support Worker Senior Bookkeeper, Mental Health Outreach Worker & Client Services
	RAP Working Group to participate in an external NAIDOC Week event.	July 2023	 Support Officer Senior Bookkeeper, Mental Health Outreach Worker, Client Services & Support Officer
	RAP working group member to attend NAIDOC Ball	July 2023	Senior Bookkeeper, Mental Health Outreach Worker, Client Services & Support Officer
	RAP working group member to attend Youth NAIDOC Ball	July 2023	Senior Bookkeeper, Mental Health Outreach Worker, Client Services & Support Officer
	 Support Elders with travel assistance and financially to attend NAIDOC events. 	July 2023	Senior Bookkeeper, Mental Health Outreach Worker, Client Services & Support Officer



Opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
9 - 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. Support opportunities for Aboriginal and Torres Strait Islander peoples to take up lead roles within the organisation. Take a Youth on for 1 year and train them in all aspects of Babbingur Mia Service. Take student on practical placement from Marr Mooditj Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	June 2023 June 2023 June 2023 June 2023 June 2023	 CEO & Counsellor
10 - 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 business Develop a spreadsheet of Aboriginal and Torres Strait Islander suppliers Investigate supply nation membership Encourage quotes from Aboriginal and Torres Strait Islander suppliers 	September 2022	Aboriginal and Torres Strait Islander Services Support Officer & Aboriginal Mental Health Worker

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
11 - Make our services more accessible and inclusive for Aboriginal and Torres Strait Islander peoples	 Increase Social Media presence 25% by September 2022. Increase awareness of GP 25% by February 2023. Offer a Holistic approach to; Family immunisations Increase offering of Emotional Health and Wellbeing groups in schools to include Dietitian, sexual health and mental health. Re-instate Babbingur Mia Children's Playgroup is an Aboriginal and Torres Strait Islander funded program for parents and children to come together and enjoy a safe space to have fun and connect. 	September 2022 February 2023 September 2022 July 2023 (Weekly during school term)	 CEO & Communications & Marketing CEO & Communications & Marketing CEO & Counsellor Aboriginal and Torres Strait Islander Support Worker



Governance

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
12 - Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	 Maintain a RAP Working Group to meet monthly to govern RAP implementation. Draft a Terms of Reference for the RWG. Maintain Aboriginal and Torres Strait Islander representation on the RAP Committee. 	January 2023 January 2023 January 2023	 CEO & Senior Bookkeeper CEO & Senior Bookkeeper CEO & Senior Bookkeeper
13 - Provide appropriate support for effective implementation of RAP commitments.	 Define resource needs for RAP implementation. Engage senior leaders in the delivery of RAP commitments. To engage Board Members Define appropriate systems and capability to track, measure and report on RAP commitments. 	September 2022 September 2022 September 2022 September 2022	 CEO & Senior Bookkeeper CEO & Senior Bookkeeper CEO & Senior Bookkeeper CEO & Senior Bookkeeper
14 - Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022, 2023	CEO & Senior Bookkeeper

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
15 - Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	December 2022	CEO & Counsellor



Contact Details

Dr Gill Walker (CEO)



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