



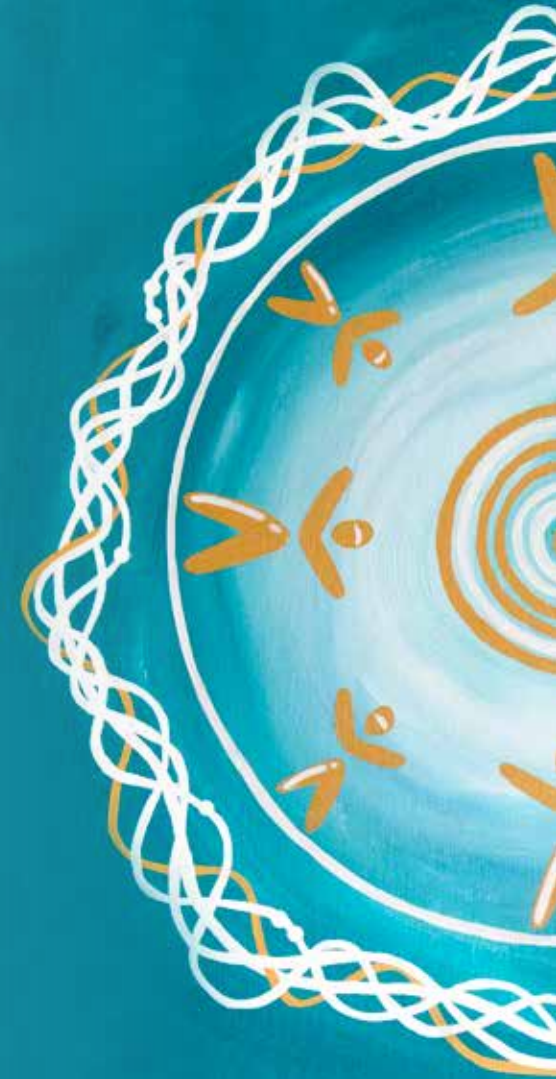
Tammy-Lee Atkinson is a Yorta-Yorta artist. She is a proud Aboriginal woman who loves to learn and share personal and familial stories about her culture. Being able to express her own story through painting, drawing and photography, she attaches strong symbolic meaning to images that represent her traditional culture in contemporary art contexts.

Tammy-Lee completed her Bachelor of Visual Arts at IKE at Deakin University in 2016. Since 2014, Tammy-Lee has been a tutor in Aboriginal art and culture at Kaiela Arts and has presented works in group shows in Shepparton, Melbourne and also at the Darwin Aboriginal Art Fair (DAAF).

Tammy-Lee has designed the 2021 Indigenous Netball dress for the Melbourne Vixens and is currently working with Know Your Root (KYR) Inc- Point of Difference (POD) studio with many projects.



Artist - Tammy-Lee Atkinson





CEO statement

Reflect RAP

Reconciliation Australia welcomes Goulburn Valley Family Care to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Goulburn Valley Family Care 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.



Karen Mundine

Portrait by Joseph Mayers



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 Goulburn Valley Family Care 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 Goulburn Valley Family Care, 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 Country

FamilyCare acknowledge the Yorta Yorta Nation, Taungurung, Wurundjeri Woi Wurrung people as the Traditional Owners of the land and waterways on which we work, live and support community.

We recognise that past, present and emerging Aboriginal and Torres Strait Islander peoples are the First Nations peoples of Australia.

Message From Board Chair And Chief Executive Officer

FamilyCare is proud to present this Reflect Reconciliation Action Plan. It is the first time we have embarked on such a formal commitment to reconciliation and we have already learned much in reaching this point. We recognise the strength, diversity and resilience of Aboriginal and Torres Strait Islander peoples and their families. Commitment to family is at the heart of First Nations cultures and an area in which we can grow and work together. This plan incorporates the commitments we have made to ourselves, to each other and to our community. We look forward to sharing our progress with you.



Our Business

FamilyCare is the trading name of Goulburn Valley Family Care Inc., which commenced operations in 1982. FamilyCare is the main provider of child and family services across the Goulburn Valley region in Victoria with offices in Shepparton, Cobram, Seymour and Wallan and outreach to Kinglake, Alexandra and Kilmore. Child and Family services offer case coordination and support for families. Support includes parenting education, as well as group work to ensure that the emotional and developmental needs of the children are being met. Building strong family relationships may also include referral to other services or the community. In addition, FamilyCare provides support to families of children with disabilities, NDIS Support Coordination and a variety of carer support services including Hospital to Home, the Support for Carers Program and the Carer Gateway.

FamilyCare has a vibrant and skillful group of volunteers who enhance and supplement service delivery across all programs. In addition to these supports the long running and successful second hand book store in Shepparton, The Book Inn, provides focus on the importance of literacy in our community. This venue is fully operated by enthusiastic and knowledgeable volunteers. Volunteers make up approximately a quarter of all the people at FamilyCare.

FamilyCare's operations are informed by and consistent with its Vision, Purpose and Values.

Vision

Strong families and communities.

Purpose

FamilyCare works with individuals, families and communities to increase wellbeing, build strengths, and encourage optimism.

Core Values

The following values guide all of FamilyCare's activities and interactions:

- **Respect** - for all people and of their right to reach full potential
- **Empowerment** - of clients and staff to achieve individual and collective goals
- **Integrity** - actions consistent with beliefs
- **Leadership** - on issues that impact adversely on individuals, families and communities
- **Communication** - a commitment to open and ongoing dialogue with all stakeholders
- **Professionalism** - in all aspects of our work

FamilyCare employs approximately 150 staff and 50 volunteers, across a range of roles. We currently have one staff member who identifies as an Aboriginal person.

Our RAP

This inaugural Reconciliation Action Plan (RAP) developed by FamilyCare is an important commitment by our organisation to embed cultural awareness amongst our staff and to continue to work collaboratively with our external stakeholders. The process to create this document was preceded by a Reconciliation Statement that was unanimously adopted by FamilyCare's Board on the 23rd of March 2021. The full text of the statement appears below and is published on FamilyCare's website.

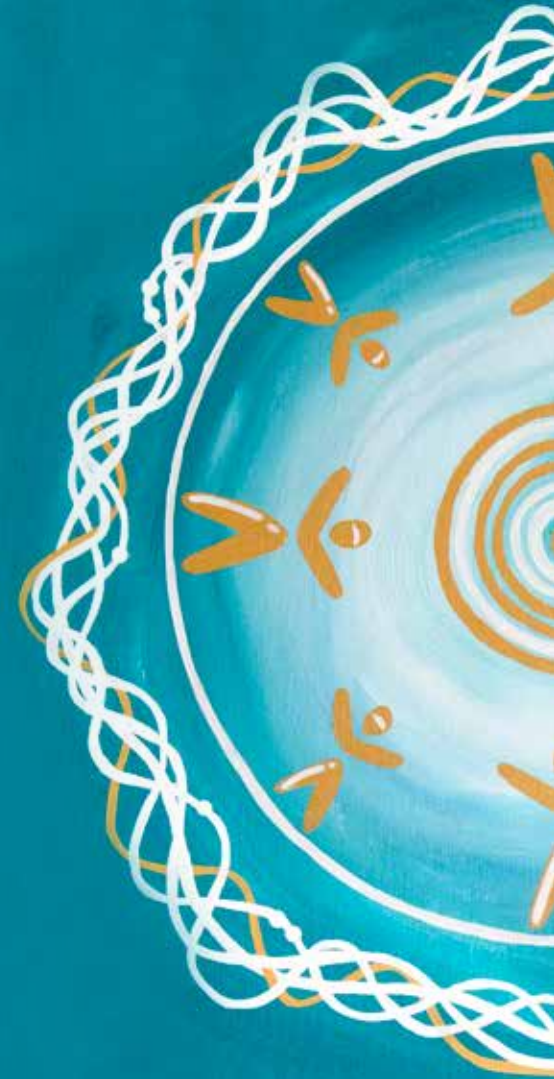
Reconciliation Statement

FamilyCare values the rich cultural heritage of the Aboriginal and Torres Strait Islander peoples who live in and have connections to the Goulburn Valley and West Hume region.

Building respectful and trusting partnerships with Aboriginal and Torres Strait Islander peoples and organisations are essential in delivering culturally appropriate and inclusive services.

FamilyCare commits to:

- Acknowledge injustices and inequalities between Aboriginal and Torres Strait Islander peoples and non-Indigenous people;
- Actively engage in activities to support positive outcomes for Aboriginal and Torres Strait Islander peoples and non-Indigenous people;
- Continue to learn from Aboriginal and Torres Strait Islander peoples to establish, maintain and strengthen culturally safe and supportive services;
- Respect the primary role Aboriginal and Torres Strait Islander services undertake in supporting Aboriginal and Torres Strait Islander peoples;
- Support Self-determination in our consultations with Aboriginal and Torres Strait Islander peoples regarding Aboriginal and Torres Strait Islander families and children; and
- Recognise and acknowledge the positive relationships that come from working together for shared outcomes.





Our Reconciliation journey so far:

Here are some examples of activities that FamilyCare has been involved in so far, on our reconciliation journey:

- Promotion amongst staff and volunteers of activities being conducted through Rumbalara Cooperative, including flag raising, family day, Dharnya Day and NAIDOC week.
- Involvement with Lulla's Annual Health Day – where families have the opportunity to have free health checks.
- The RAP Working Group participated in a guided cultural walk in May 2021 in which a smoking ceremony was conducted.
- FamilyCare has purchased and commissioned a range of Aboriginal artwork displayed in FamilyCare offices –as well as an Iwaa Plaque representing collaboration, which was commissioned by the Communities for Children Iwaa Committee.
- Displays of the Australian, Aboriginal and Torres Strait Islander flags are prominent on reception desks.
- FamilyCare's service staff maintain close collaboration with Rumbalara Cooperative and Maternal and Child Health Nurses to increase community participation in key age stage checks and family services.
- Information circulated to staff about the difference between Acknowledgment of Country and Welcome to Country, as well as the meaning behind the word Country.
- Mandatory Aboriginal cultural competence training for all staff undertaken every three years.



RAP Working Group

David Tennant – Chief Executive Officer

Noellene Morrow – Manager, Early Years and Disability Services and RAP Champion

Yukako Wada – Specialist Disability Practitioner

Barbara Beirao – Men’s Worker, Family Therapist, Early Years and Disability

Neeska Robinson – Family Worker, Integrated Family Services

Jonathan Jones – Volunteer

Charli Andrew – Evaluation and Research Project Worker

Emily Winmar - Child Wellbeing Practitioner, Yorta Yorta Nation

Natalie Tieri – Cultural Advisor, Indigenous Cultural Connections, Yorta Yorta Nation

Two RAP Working group participants identify as Aboriginal people.

The RAP Working Group will continue to meet at least bi-monthly, to monitor actions and report on progress. FamilyCare’s CEO will also report on progress to FamilyCare’s Board quarterly and be responsible for establishing an external advisory group by 30 June 2022.

Our Partnerships/Activities

FamilyCare has developed and maintains cooperative relationships with Aboriginal Community Controlled Organisations across the Goulburn Valley region through connections with service providers and Traditional Owner groups. One of the most important relationships is the Child and Family Services Alliance, previously known as the Child FIRST Alliance, in which Rumbalara Aboriginal Cooperative has been a key governance and operational partner since inception. FamilyCare is also part of the Iawa Collaboration, a whole community response to improve outcomes for Aboriginal and Torres Strait Islander children and families in the Greater Shepparton region. Iawa is facilitated by Communities for Children Shepparton. FamilyCare has been participating in the Steering Group and provides mentoring support through Iawa. FamilyCare provides guidance to its staff and volunteers through a variety of processes and documentation, including:

- Culture and Diversity Policy
- Acknowledgement of Aboriginal Land Procedure
- Child Safe Statement, acknowledging the vital role that culture plays in the safety of Aboriginal children
- Regular and ongoing training and professional development

Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	December 2021	Director Service Development
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	January 2022	RAP Champion
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2022	CEO
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27 May – 3 June 2022	RAP Champion
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May – 3 June 2022	CEO
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	December 2021	CEO
	<ul style="list-style-type: none"> Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes. 	July 2022	CEO
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	December 2021	Director Service Development
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	December 2021	RAP Champion
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	June 2022	HR Manager
	<ul style="list-style-type: none"> Help staff to access, understand and use cultural responsiveness supports. 	June 2022	HR Manager
5. Build support among our staff and community for Aboriginal and Torres Strait Islander self-determination through advocacy work.	<ul style="list-style-type: none"> Communicate regularly with external stakeholders and FamilyCare employees on current issues affecting Aboriginal and Torres Strait Islander locally, state wide and nationally. 	September 2022	RAP Champion
	<ul style="list-style-type: none"> Investigate opportunities to support Reconciliation Victoria and its activities across FamilyCare's service area. 	August 2022	CEO
	<ul style="list-style-type: none"> Raise awareness of/explore opportunities to support the Uluru Statement of the Heart, Racism. It Stops with Me. and Treaty Victoria. 	June 2022	CEO

Respect			
Action	Deliverable	Timeline	Responsibility
6. 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.	February 2022	Director Business Services
	• Conduct a review of cultural learning needs within our organisation.	December 2021	HR Coordinator
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.	December 2021	Director Service Development
	• Continue to increase staff and volunteer understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	January 2022	RAP Champion
8. 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.	June 2022	CEO
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	CEO
	• RAP Working Group to participate in an external NAIDOC Week event.	First week of July 2022	RAP Champion

Opportunities			
Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	March 2022	Director Business Services
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	December 2021	HR Manager
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	March2022	Director Business Services
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	July 2022	CEO

Governance			
Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form a RWG to govern RAP implementation.	November 2021	CEO
	• Draft a Terms of Reference for the RWG.	November 2021	CEO
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	November 2021	CEO
12. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	November 2021	CEO
	• Engage senior leaders in the delivery of RAP commitments.	December 2021	CEO
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	November 2021	Evaluation and Research Coordinator
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.	June 2022 and annually	CEO
	• Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.	August 2022 and annually	Executive Assistant
	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022 and annually	CEO
14. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	July 2022	CEO



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