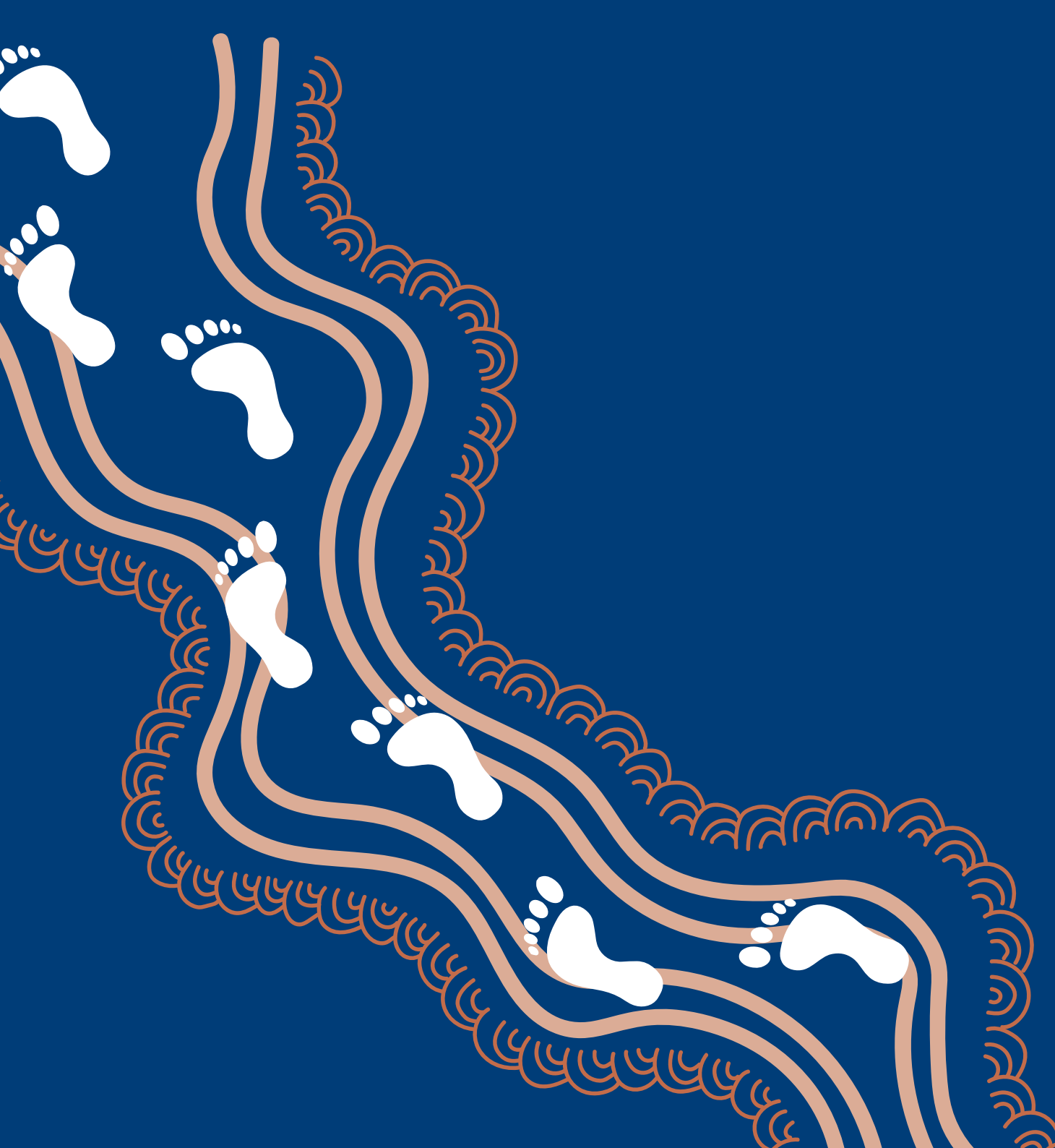




Reflect Reconciliation Action Plan

April 2022 – April 2023





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Acknowledgement of Country

Doordook Birritt (Lifeline WA) operates on Whadjuk Noongar Boodjar and we acknowledge the Mooro people as the Traditional Custodians of the land on which we gather.

Our office has been built between Galup (Lake Monger) where families maintained their home campfires, and Kooyamulyup; a campground abundant with kooya (frogs).

We recognise the historic and ongoing relationship to the land and waters of this beautiful place and pay our respects to Ancestors and Elders. We commit to engaging with an open heart to walkwith First Nations peoples and create a community of hope, support, and connection.

About the artist:

Acacia Collard, Acacia Cultural Designs

Acacia is a Badimia Yamatji – Balladong Noongar woman. She comes from two large families in Western Australia and currently lives in the south of Perth. Acacia specialises in contemporary Aboriginal artworks and designs through digital art and canvas mediums.

As an artist Acacia has worked with a large number of organisations, schools and community groups to create designs for Reconciliation Action Plans, websites, documents and running interactive workshops.

About the artwork:

The inspiration for the artwork was Lifeline WA's core purpose to prevent suicide, support people in crisis and reduce the stigmas which can be a barrier to seeking help. The centre of the artwork features a help seeker alone in darkness, with the ripple effect of their struggle coming out into the surroundings. Sitting around this person, is a ring of Crisis Supporters inspired by Lifeline WA's logo. They are surrounding this person with support, pulling them into the light. Branching out of this circle are pathways providing a strong network. Within each section there are more ripple effects, this time symbolising the positive impact the support of Lifeline WA makes to help seekers. The footprints leading out of the circle represent a help seeker's journey upwards, out of crisis with their individual story being told along the edges of the pathway as they travel. The pebbles and hands around the artwork symbolise the WA community and recognises that each person has a story to tell of their own journey or that of someone close to them. Community is a strong foundation of Aboriginal people's lives and wellbeing, and that community will always put out their hand to support people in need. Like grains of sand, the many individual pieces come together to form something beautiful.



A message from Reconciliation Australia.

Reconciliation Australia welcomes Lifeline WA to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Lifeline WA 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 Lifeline WA 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 Lifeline WA, 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





Our Business

Our mission is to prevent suicide, support people in crisis and reduce the stigmas which can be a barrier to seeking help. As part of the broader national Lifeline network, Lifeline WA recruits, trains and deploys volunteer Crisis Supporters to deliver the flagship 13 11 14 telephone crisis service. We also deliver a range of mental health and wellbeing services which provide early intervention, prevention, emotional support and skills development to the West Australian community. This includes specialist counselling services, skills development workshops, specialised training for front line workers, as well as a range of evidence based and best practice training programs.

Lifeline WA employs over 400 employed and volunteer staff members across the organisation. Our staff work from various locations on Noongar boodja (country), including our two central offices in Perth (Boorloo) and some home offices in Bunbury (Goomburrup) and Margaret River (Wooditchup). Our Training team delivers training throughout Western Australia from Kununurra in the North, down to Albany (Kinjarling) in the South. Currently our organisation has one Aboriginal employee. We also have an Aboriginal and Torres Strait Islander person on our Lived Experience Advisory Group. Through our RAP we strive to improve our Aboriginal and Torres Strait Islander engagement, recruitment, retention and professional development.



Our RAP

Our vision is a community free of suicide and with Aboriginal and Torres Strait Islander members of our Western Australian community dying from suicide at more than twice the rate of other Australians, Lifeline WA aspires to be a meaningful part of a solution.

Lifeline WA recognises the factors related to colonisation, racism and discrimination that contribute to this high burden of suicide carried by Aboriginal and Torres Strait Islander peoples. As such we understand the important role that the process of reconciliation will play in addressing psychological distress, mental ill health, crisis and suicide for Aboriginal and Torres Strait Islander peoples. Lifeline WA pledges to build

our knowledge, our skills and our relationships to work collaboratively, respectfully and authentically with First Nations people.

Our vision is that every Aboriginal and Torres Strait Islander person experiences dignity and respect in their lives, and has access to culturally competent, safe and secure services that support cultural healing.

Lifeline WA will approach the implementation of our RAP by:

- Developing a RAP Implementation Plan to achieve RAP deliverables. The RAP Implementation Plan will be reviewed at each RAP Working Group meeting to report on progress, seek feedback and identify new actions.
- Reporting on the progress of the RAP to Lifeline WA employees at monthly staff meetings.
- Providing regular progress updates to Lifeline WA volunteers through the CEO's blog to volunteers.
- Involving the Executive team, Management and staff members in RAP Implementation Plan actions.
- Providing cultural awareness training to all Lifeline WA staff and volunteers including Board Members and featuring this training in the onboarding process for all new employees.
- Seeking consult and advice from First Nation stakeholders throughout the RAP process.



Our RAP is led by CEO **Lorna MacGregor** and supported by our RAP Working Group:

Liz Schleicher
Governance Coordinator

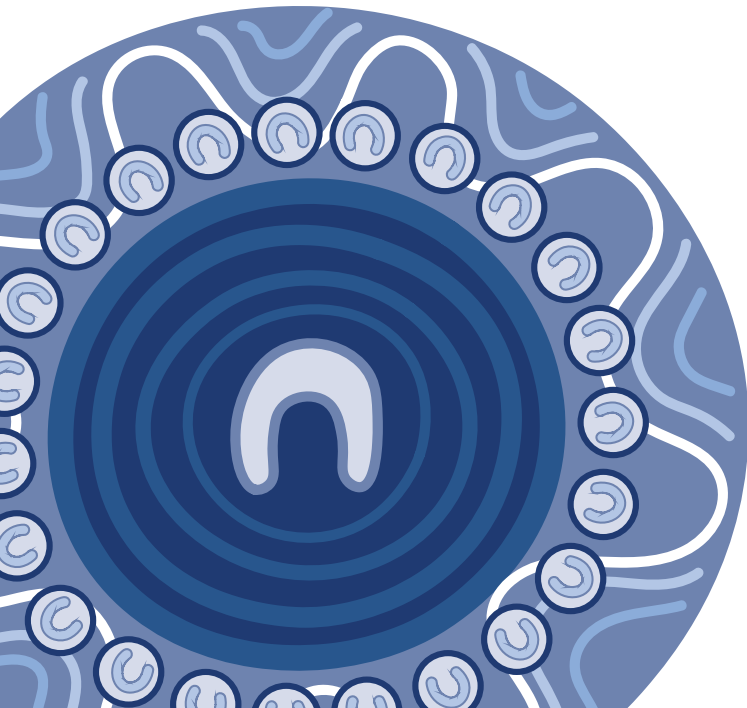
Paula Wyndow
Community Visitors Scheme
Coordinator

Lowanna Hugall
Advisory Committee Facilitator and
Crisis Supporter

Nur Rushdan-Brkich
Crisis Supporter

Mellisa O'Rourke
Crisis Supporter

John Lee
Lived Experience
Advisory Group Member



Our Partnerships & Current Activities

Lifeline WA has delivered Indigenous DV Alert to Aboriginal and Torres Strait Islander communities across the state for a number of years. This accredited training program seeks to build capacity among frontline workers to recognise, respond and refer instances of domestic violence. The successful delivery of this program has required the team to engage and consult with Aboriginal and Torres Strait Islander communities, and to build relationships with Aboriginal and Torres Strait Islander trainers. However, this experience, knowledge and relationships is limited to the delivery of this program and has not expanded through our other services and the broader organisation.

For the past six years Lifeline WA has sought to show respect by observing Acknowledgment of Country and Welcome to Country protocols at all events and meetings, and this practice is well embedded. Our email footer contains an Acknowledgement of the Custodians of the land on which our head office operates. However, there is so much more that we seek to learn and understand.

There is a deep and sincere aspiration across the entire Lifeline WA organisation, to build the foundations within our organisation to make a contribution to reconciliation. From our volunteer crisis supporters and employed staff who have requested cultural awareness training to our Board of Directors who has prioritised the development and implementation of a RAP, we are committed to embedding the principles of reconciliation into the culture and operations of our organisation.

Lifeline WA is aware that we are at the beginning of our reconciliation journey, but there is enthusiasm and commitment to strengthen relationships between Aboriginal and Torres Strait Islander people and non-Indigenous peoples.



Relationships



Action	Deliverable	Timeline	Responsibility
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.	October 2022	GM Business Support and GM Service Delivery
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2022	Governance Officer
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Governance Officer
	RAP Working Group members to participate in an external NRW event.	27 May-3 June 2022	Governance Officer
	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
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2022	CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2022	GM Business Support and GM Service Delivery
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June 2022	CEO
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2022	Governance Officer and Clinical Governance Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	August 2022	Governance Officer and Clinical Governance Manager



Respect



Action	Deliverable	Timeline	Responsibility
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.	April 2022	CEO
	Conduct a review of cultural learning needs within our organisation.	September 2022	GM Business Support
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners of Custodians of the lands and waters within our organisation's operational area.	July 2022	CEO
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2022	CEO
Build respect for Aboriginal and Torres Strait Islander cultures and histories	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	Governance Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area	June 2022	GM Business Support and GM Service Delivery
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2022	CEO



Opportunities



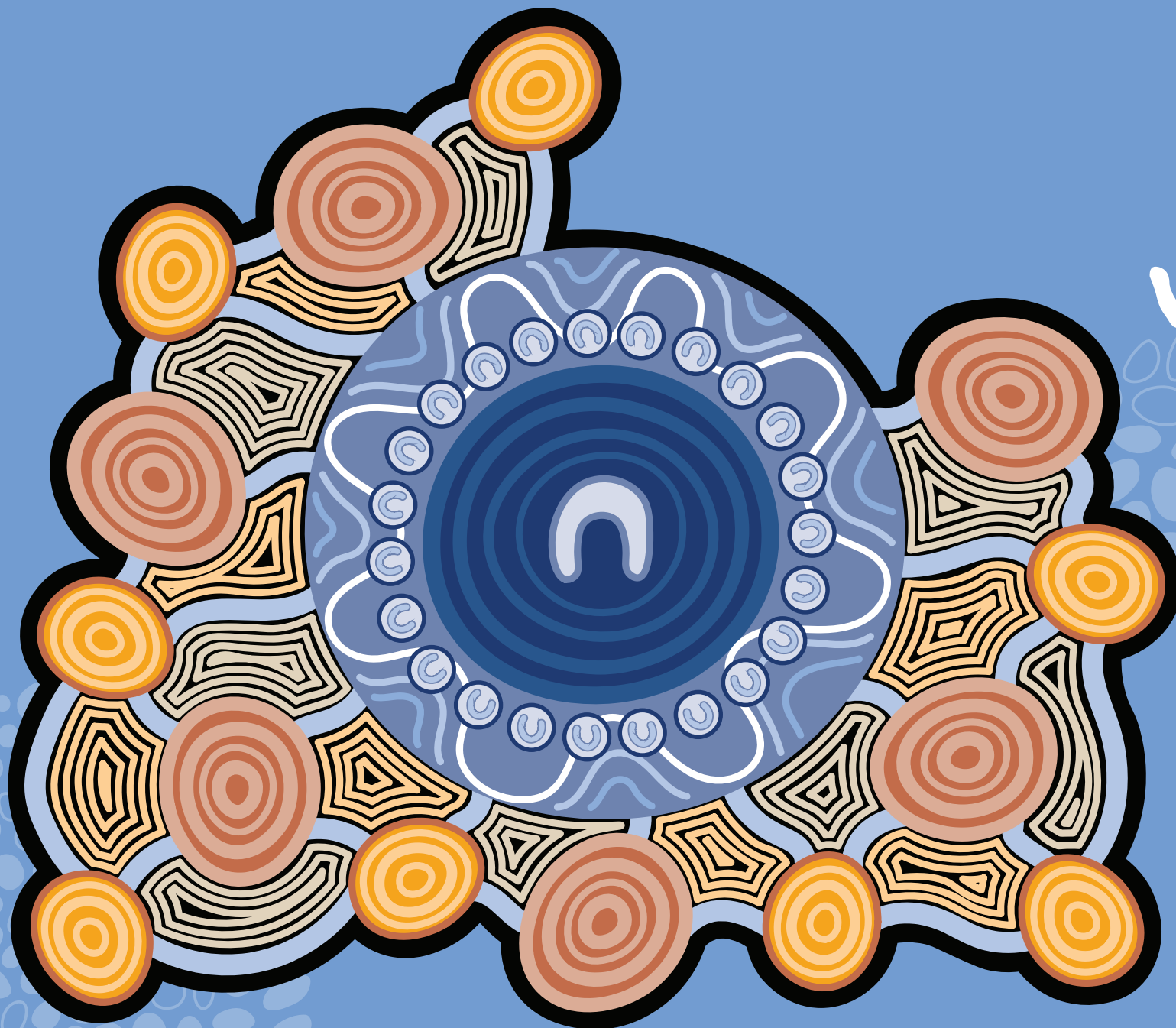
Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	May 2022	GM Business Support
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August 2022	GM Business Support
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.	December 2022	GM Business Support
	Investigate Supply Nation membership.	November 2022	GM Business Support



Governance



Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Form a RAP Working Group to govern RAP implementation.	April 2022	CEO
	Draft a Terms of Reference for the RAP Working Group.	May 2022	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RAP Working Group.	January 2023	CEO
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	April 2022	CEO
	Engage senior leaders in the delivery of RAP commitments.	April 2022, 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2022	Governance Officer
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.	30 September 2022	Governance Officer
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2023	Governance Officer



Contact details

For public enquiries about
our RAP please contact

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