

Reflect Reconciliation Action Plan

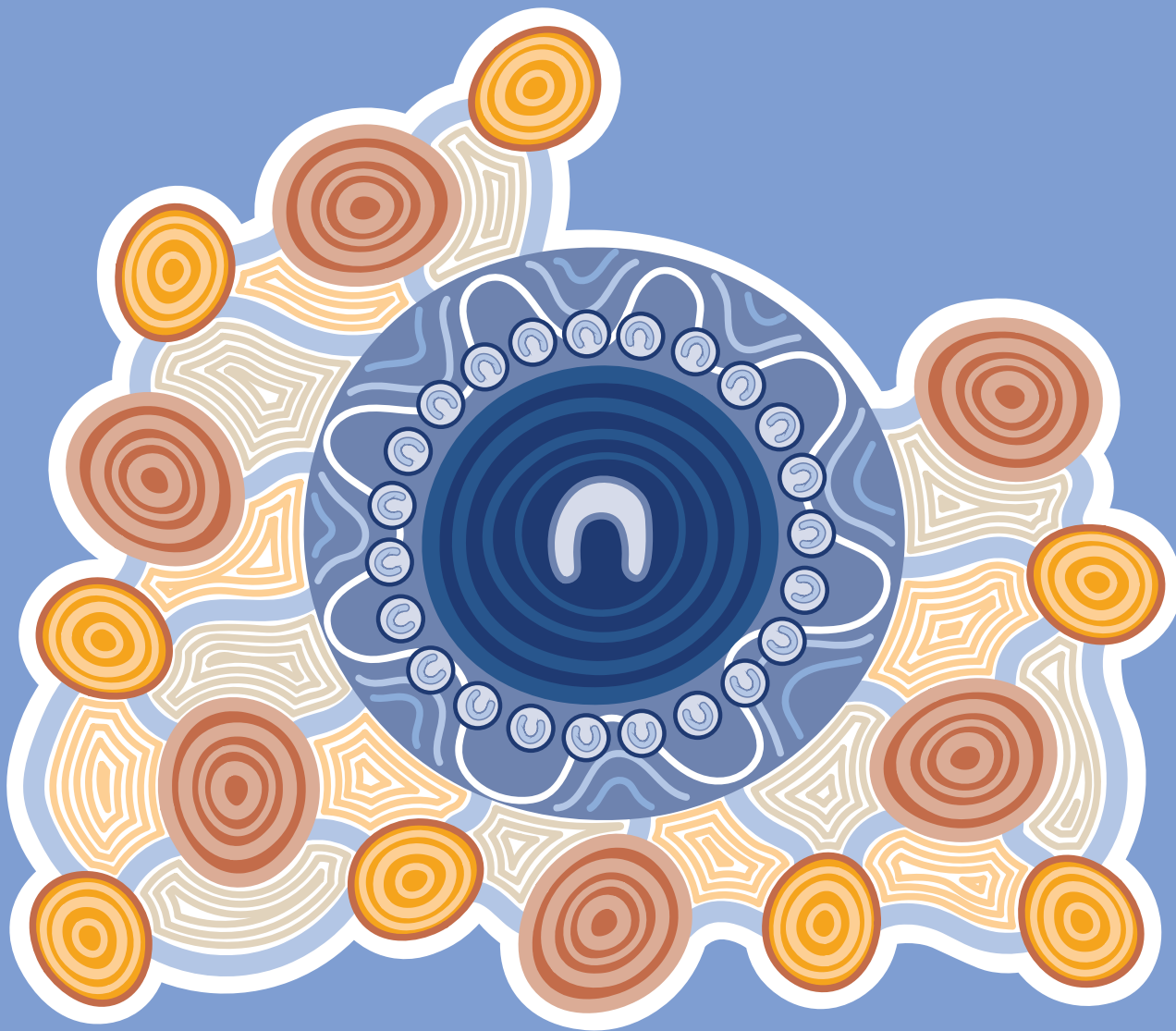
August 2023 – January 2025



RECONCILIATION
ACTION PLAN

REFLECT





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A decorative graphic on the left side of the page features a winding path. The path is composed of several parallel lines in shades of yellow, orange, and brown. Along the path, there are several dark blue footprints, suggesting a journey or a path taken. The path is bordered by a scalloped, wavy line in a light brown color, which resembles a traditional Indigenous pattern. The overall design is stylized and culturally inspired.

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 congratulates Lifeline WA on continuing its reconciliation journey by formally endorsing Lifeline WA's second Reflect Reconciliation Action Plan (RAP).

Through this plan, Lifeline WA continues to play an important role in 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 continues the journey and primes 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 to 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 steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Lifeline WA on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia





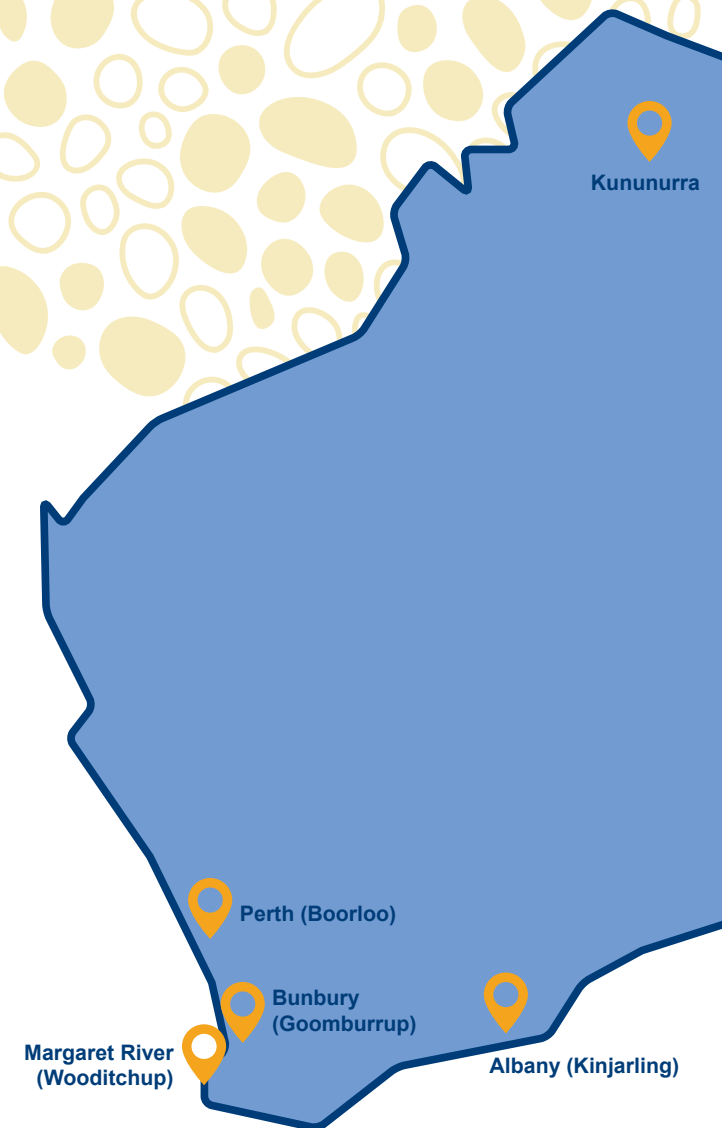
Our Business

Our purpose 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, as well as support through text and online chat. 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 predominantly work on Noongar boodjar (Country) with our central office situated in Perth (Boorloo). We also have staff working in home offices across the state from Carnarvon (Gwoonwardu) to Margaret River (Wooditchup). Our Training team delivers training throughout Western Australia from Kununurra in the North, down to Albany (Kinjarling) in the South.

Our organisation has endeavoured to improve our Aboriginal and Torres Strait Islander engagement, recruitment, retention and professional development. At the time of our second RAP, Lifeline WA has four Aboriginal employees, and we also continue to have an Aboriginal member on our Lived Experience Advisory Group.



Our RAP

Our vision is a community free of suicide, and with Aboriginal and Torres Strait Islander members of our West Australian community dying from suicide at more than twice the rate of non-Indigenous Australians, Lifeline WA commits to working with First Nations peoples towards a meaningful solution.

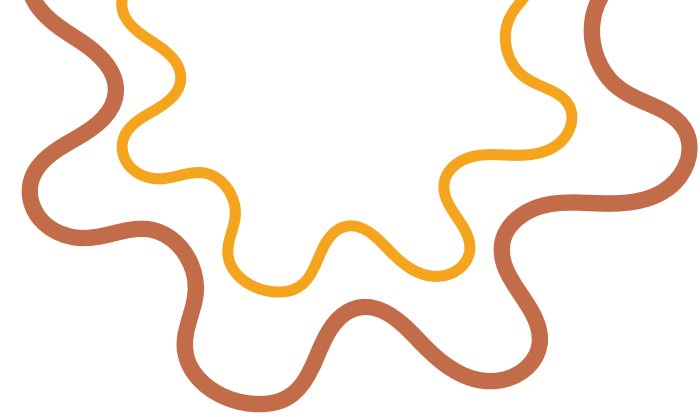
Lifeline WA acknowledges the important role that the process of reconciliation plays in reducing psychological distress and assisting to elevate the mental health, strength and resilience of Aboriginal and Torres Strait Islander peoples. To progress our vision, Lifeline WA pledges to build our knowledge, our skills and our relationships so that we may work collaboratively, respectfully and authentically with First Nations peoples. Our hope 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.

As a result of our first RAP, we have successfully established processes and embedded principles into our systems which will enable our organisation to sustainably improve and grow towards being a workplace that actively promotes the empowerment of First Nations peoples. These systems and processes ensure reconciliation is considered at Executive and Managerial levels and flows down to staff and volunteers, increasing awareness, highlighting opportunities for collaboration, and celebrating Aboriginal

and Torres Strait Islander cultures and histories. Our first RAP has assisted Lifeline WA to build strong foundations and determine effective ways to engage our staff. Through our second RAP, we will work towards increasing staff engagement to match the positive attitudes and intent already held by our organisation so that we may continue to reflect, and progress in our reconciliation journey.

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.
- Involving the Executive team, Management and staff members in RAP Implementation Plan actions.
- Promoting Aboriginal and Torres Strait Islander cultural awareness through the onboarding process for all new Lifeline WA staff.
- Seeking consult and advice from First Nation stakeholders throughout the RAP process.



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

Liz Schleicher
Governance Officer

Krysta Mugridge
People and Culture Manager

Jude Crossley
In Shift Supervisor and
TCS Support Officer

Mellisa O'Rourke
Crisis Supporter

John Lee
Lived Experience Advisory
Group Member (Aboriginal Man)

Lowanna Hugall
External Active Participant
(Aboriginal Noongar Woman)



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.

In 2022, Lifeline WA joined Lifeline Australia in the delivery of 13YARN, an Aboriginal & Torres Strait Islander crisis support line for mob who are feeling overwhelmed or having difficulty coping. 13YARN offers confidential one-on-one yarning opportunities with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide culturally safe crisis support 24 hours a day, 7 days a week without judgement.

Despite our growth in the past year, we acknowledge our experience, knowledge and relationships are still limited, and aim to further develop through our other services and the broader organisation.

For the past seven 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 office reception proudly displays our RAP artwork by Acacia Collard and an Acknowledgement of Country, specific to our office site. However, we continually seek to deepen our learning and understanding.

There is a 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 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 First Nations 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.	Jan 2024	COO
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2024	COO
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	People and Culture Manager
	RAP Working Group members to participate in an external NRW event.	27 May – 3 Jun 2024	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 Jun 2024	CEO
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2024	Operational Managers
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Jan 2024	Operational Managers
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Jul 2024	Operational Managers
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Jan 2024	CEO
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Apr 2024	People and Culture 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.	Jan 2024	People and Culture Manager
	Conduct a review of cultural learning needs within our organisation.	Mar 2024	People and Culture Manager
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.	Jul 2024	Operational Managers
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Jul 2024	People and Culture Manager
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.	Jul 2024	Governance Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area	Jul 2024	CEO
	RAP Working Group to participate in an external NAIDOC Week event.	Jul 2024	Governance Officer



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.	Jan 2024	People and Culture Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Dec 2023	People and Culture Manager
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Share business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Oct 2024	Operational Managers
	Maintain Supply Nation membership.	Oct 2024	CFO



Governance

Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group to drive governance of the RAP.	Maintain the RAP Working Group to govern RAP implementation.	Dec 2023	CEO
	Review the Terms of Reference for the RAP Working Group.	Jan 2024	Governance Officer
	Maintain and strengthen Aboriginal and Torres Strait Islander representation on the RAP Working Group.	Dec 2023	CEO
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	May 2024	People and Culture Manager
	Engage senior leaders in the delivery of RAP commitments.	Dec 2023	CEO
	Maintain a senior leader to champion our RAP internally.	Aug 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Aug 2023	Governance Officer
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	Jun, annually	Governance Officer
	Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.	1 Aug, annually	Governance Officer



Governance

Action	Deliverable	Timeline	Responsibility
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sep, annually	Governance Officer
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Oct 2024	Governance Officer



Contact details

For public enquiries about our RAP please contact

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