

Reconciliation Action Plan

2016-2018





Wild Flowers

by Muriel Williams Kngwarreye

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To view more of Muriel's work, please visit www.aboriginalartstore.com.au



Interrelate would like to thank Muriel Williams Kngwarreye and Central Art – Aboriginal Art Store for permission to reproduce the artwork on the front cover, 'Wild Flowers', by Muriel Williams Kngwarreye.

'Wild Flowers' refers to significant and spiritual elements of the artist's homeland of Ltyentye Apurte (Santa Teresa) in Eastern Arrernte country of Central Australia.

The RAP Working Party of Interrelate felt that the imagery of 'Wild Flowers' was symbolic of the Reconciliation Action Plan. "The diverse colours, shapes, patterns, landscapes and circles depicted in 'Wild Flowers' reflects the diversity of who Interrelate is as well as the hope of what we can become.

The track shows the winding journey we are on and that we all need to walk together, on the same road."

Annie Paama



Artwork 'My Saltwater Family' by Carissa Manewell

This painting was created as part of the Sista 2 Sista program which is run by Interrelate in partnership with Ghinni Ghinni Youth and Culture Aboriginal Corporation

Our vision for reconciliation

Interrelate's vision for reconciliation is for our organisation to recognise, respect and value Aboriginal and Torres Strait Islander peoples' cultures, history, needs and celebrate their contributions and achievements. With this knowledge we aim to ensure that all our services can enhance the wellbeing, safety and resilience of all Aboriginal and Torres Strait Islander children, families and communities.

To achieve this vision we will:

1. Foster an environment of respect and strength for Aboriginal and Torres Strait Islander peoples' cultures throughout our suite of services;
2. Acknowledge the harm done and listen to the stories of Aboriginal and Torres Strait Islander families and communities by past practices and social policies and seek to redress this by providing services that can empower and promote access and equity;
3. Promote and foster understanding and respectful mutual relationships between Aboriginal and Torres Strait Islander peoples and other Australians;
4. Be a leader in the delivery of family and relationship services in partnership with Aboriginal and Torres Strait Islander communities and stakeholders;
5. Increase training, employment and professional development opportunities for Aboriginal and Torres Strait Islander peoples and workers; and
6. Work collaboratively with other services to address the barriers to achieving strong family relationships that Aboriginal and Torres Strait Islander peoples face.



Artwork 'My Mother's Girls' by Jessie Swan

This painting was created as part of the Sista 2 Sista program which is run by Interrelate in partnership with Ghinni Ghinni Youth and Culture Aboriginal Corporation

Our business

Interrelate is the largest NSW provider of relationship services and has specialised in supporting parents and children and strengthening family relationships since 1926. Interrelate's core work is in providing affordable services including family dispute resolution, case management, counselling, services for carers, children's contact services and relationship education. These services span across NSW. Interrelate is renowned for innovative publications and resources for children and families with experience in developing services from concept to completion.

Our programs include:

- Children's Contact Services
- Counselling
- Family Dispute Resolution
- Employee Assistance Program
- Education programs (including self-esteem, communication, anger management, parenting, separation, stepfamilies, grief and loss, building resilience and strengthening relationships)
- Mental Health Support
- Post Separation Parenting
- Relationship and sexuality education in schools
- Trauma Assistance

Interrelate delivers programs for families through government funding, fee for service and philanthropic ventures. Interrelate has been delivering government funded programs since the 1960s and receives funding from both state and commonwealth agencies. Each program operated by Interrelate has operational standards and reporting requirements that ensure deliverables are met.

As at 31 December 2015, Interrelate Limited comprised 297 staff, 14 of whom identify as being Aboriginal and Torres Strait Islander employees.

Our purpose

is to enable people to work through life's challenges and strengthen their relationships.

Our business

is to provide accessible, quality services for children, couples, families and individuals.

Our vision

is to lead the way in providing responsive cutting-edge, transformative relationship services with and for our diverse communities.

Our values

Interrelate provides a range of quality services, relevant to community needs that aim to empower people to live and relate more effectively. We are committed to responding to the vulnerabilities of families and children in their communities, and building stronger relationships. Interrelate's work is underpinned by the principles of: strengthening family relationships; fostering more resilience within families and communities; and working in the best interests of children to create supportive family environments.

The RELATE values that guide all that we do at Interrelate are:

Respect – foster an environment of respect and a strength-based culture in all contact with clients and each other.

Equity – provide people with equitable access to services and information, acknowledging the diversity, needs, rights and worth of all people.

Leadership – be recognised as a leader in providing quality relationship services in a way that maximises outcomes for a diverse range of target groups.

Accountability – commit to sound ethical principles and standards of practice and operate within an outcome-based framework that recognises shared responsibility and accountability.

Transparency – serving the needs of staff and clients in a fair, ethical and impartial manner and providing consistent and transparent practices and procedures.

Empowerment – offer services that focus on empowering people to build capability and resilience.

Interrelate is based in NSW with our Head Office in North West Sydney (Dharug). Our organisation covers the following regions within NSW:

Darkinjung (Central Coast)

Gumbaynggirr, Bundjalung and Yaegl Nations (Coffs Harbour)

Wiradjuri (Dubbo)

Widjabul Wahlubal; people of the Bundjalung Nation (Lismore)

Awabakal (Newcastle)

Wiradjuri (Orange)

Birapai (Port Macquarie)

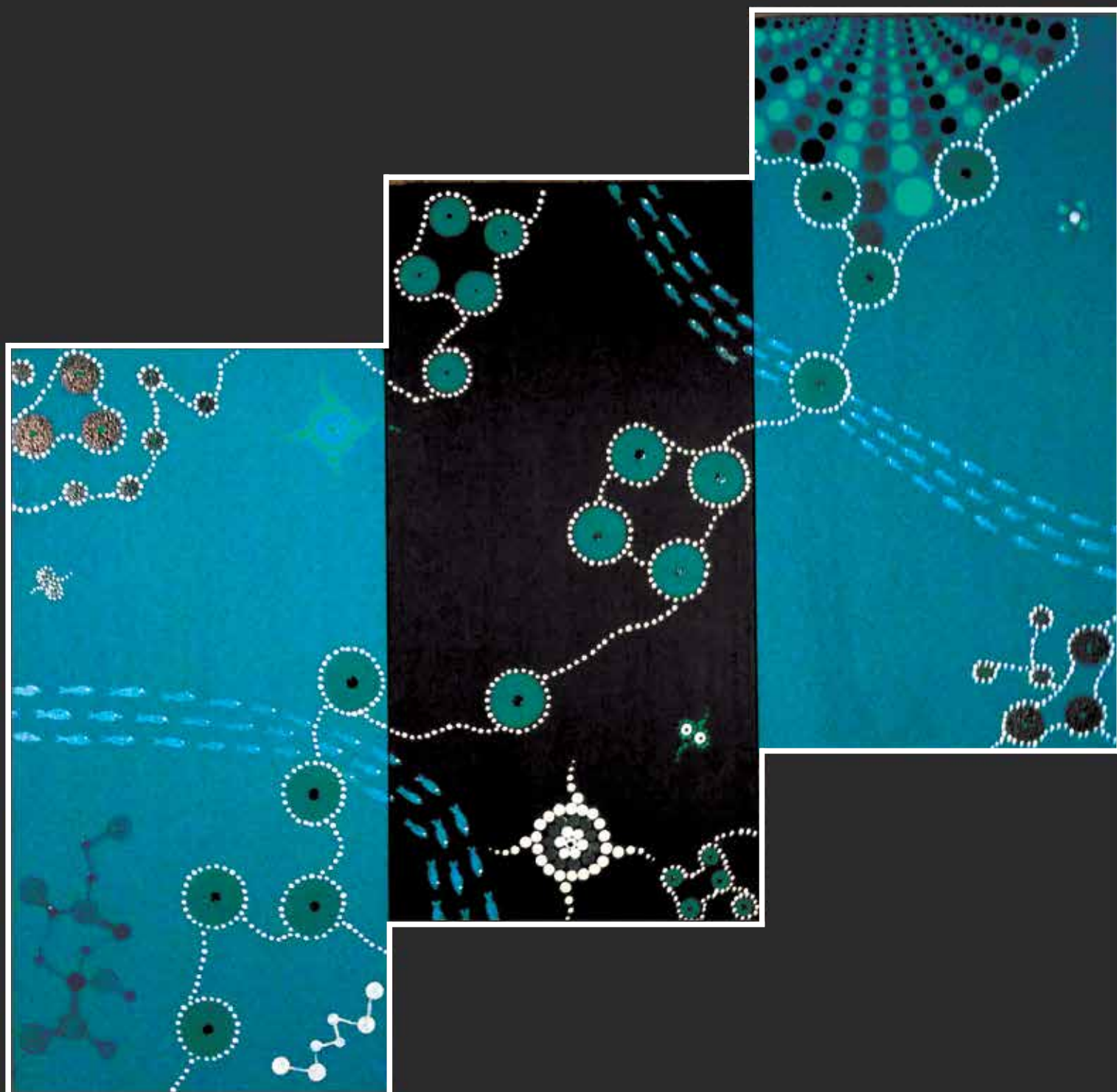
Dharug (Sydney North, Sydney South)

Biripi (Taree) regions



Artwork 'I need a job as a Biripi Woman' by Jasmine Dumas

This painting was created as part of the Sista 2 Sista program which is run by Interrelate in partnership with Ghinni Ghinni Youth and Culture Aboriginal Corporation



Artwork by Tony Clark, Indigenous Advisor & Community Development Officer, Interrelate

These paintings represent the journey through life and the different paths we take. The fish represent the people as they travel on different roads some good, some bad but it's about where you've been, are and where you end up

Our RAP

Interrelate has developed this Innovate Reconciliation Action Plan, our second RAP, to give life to Interrelate's vision for reconciliation, which reflect our core values. In doing so we have clearly stated our commitment to enhancing the wellbeing of Aboriginal and Torres Strait Islander staff and clients.

We want to make a difference in closing the gap framework by empowering Aboriginal and Torres Strait Islander peoples and other Australians and work towards targets that can be used to measure our progress. We want to be accountable. We wanted to look at what we currently do; strengths, weaknesses and opportunities and to build upon these.

Our initial RAP was seeded in consultation with all staff and the board. Our key achievements included:

- Initial RAP endorsed by Reconciliation Australia.
- Establishment of Kutanya Memberships.
- Aboriginal Building Connections program.
- Increase in cultural celebrations and events.
- Cultural awareness training.
- Development of the Aboriginal Employment Strategy.
- Kutanya presentation at the Staff Conference.
- Kutanya was invited to present a paper at the Aboriginal and Torres Strait Islander Men's Health Conference and the Women's Health Conference. The paper focused on Interrelate's journey as a mainstream service as it works to increase its cultural appropriateness in service delivery and staff engagement.

In preparation of our Innovate RAP, all staff and board were consulted. Although we were not able to complete all of the deliverables in our initial RAP, we will take this opportunity in our Innovate RAP to move forward and pilot new strategies to achieve our Innovate RAP deliverables.

Reconciliation achievements

- Establish Terms of Reference for Kutanya.
- Engaged Aboriginal and Torres Strait Islander Board Director to ensure input, guidance and representation of Aboriginal and Torres Strait Islander peoples at board level within Interrelate.
- All agendas / meetings include an Acknowledgment to Country.
- Local Traditional Owner invited and participated in a Welcome to Country at our Annual General Meeting.
- HR policies and procedures reviewed to ensure there are no barriers to staff participating in NAIDOC Week.
- All Aboriginal and Torres Strait Islander positions advertised in Aboriginal and Torres Strait Islander media.
- Aboriginal and Torres Strait Islander Employment Strategy launched.
- Investigated the feasibility of becoming a member of Supply Nation.

KUTANYA – meaning ‘Everybody’ or ‘Together’ (Barkindji language)

Interrelate has had a proud history of building strong and sustainable relationships with Aboriginal and Torres Strait Islander communities that are founded on mutual respect and a desire to work in partnership. Interrelate has worked diligently to achieve this desired outcome, with Interrelate's Aboriginal and Torres Strait Islander staff, founding and maintaining these ongoing relationships in an array of creative ways that are designed to meet individual and community needs.

Interrelate is dedicated to ensuring these relationships flourish by constantly consulting and collaborating with local Aboriginal and Torres Strait Islander peoples and community to renew and refresh programs in order to ensure continuous improvement of Interrelate's programs. Interrelate has an internal Aboriginal and Torres Strait Islander reference group, called 'Kutanya'. Kutanya aims to support delivery of services to Aboriginal and Torres Strait Islander communities and support Aboriginal and Torres Strait Islander staff. Kutanya is made up of Aboriginal and Torres Strait Islander staff, and other staff, including the CEO reflecting the fact that at the very heart of this reference group is reconciliation.

Kutanya members work with individuals, families and communities facing issues of trauma; including death, loss, grief and trans-generational trauma. Commonly, family discord, family and domestic violence and youth disconnection are challenges which result in higher rates of alcohol and other drugs (AOD) use, more significant health issues and lower rates of employment.

Interrelate, through the work of Kutanya members, journey with families to facilitate healing, family safety, cultural awareness and community connecting.

On this journey Kutanya members encourage empowerment through culture that embraces reconciliation and works towards reconnection. Kutanya members collaborate with community and services by sharing expertise through yarning and case management. Through the use of Mentors, Elders and community connections, Kutanya members engage children, young people and families to celebrate traditional culture, engage in education, counselling and positive activities that have helped increase communities' awareness of the work and support that Interrelate can provide.



Photo: Yulawana Dhawuga (Dancing on Country) Corroboree in Coonamble



Photos: Kutanya on-the-ground services — Art and cultural activities

Kutanya has a total of 12 members, comprised of staff across the organisation, which includes 7 who identify as Aboriginal and Torres Strait Islander members:

Annie Paama	Payroll Officer – Bella Vista
Darlene Daley	(Anaiwan) Trainee, FDRP – Coffs Harbour
Julie Dale	Area Manager – Sydney South
Karen Copeland	Coordinator, Children's Contact Service – Orange
Kassandra Dargan	Aboriginal Case Worker Personal Helpers and Mentors – Lismore
Mary Ann Hausia	Aboriginal and Torres Strait Islander Advisor - Dubbo
Matt Stubbs	Head, Research and Service Development – Bella Vista
Mereki	Aboriginal Community Development Worker - Lismore
Michele Moore	(Wadi Wadi / Dharawal) Aboriginal Community Development Worker - Caringbah
Patricia Occeili	CEO/RAP Champion – Bella Vista
Stuart McMin	Aboriginal and Torres Strait Islander Community Liaison Worker – Central Coast
Tony Clark	Aboriginal and Torres Strait Islander Advisor and Community Development Officer – Taree

Artwork 'Dolphins' by HSC student Jo from Macleay Vocational College, created in the Stand Strong Be Proud Program, in Kempsey



Kutanya terms of reference

1. Provide cultural, collegial and professional support to all Aboriginal and Torres Strait Islander staff members of Interrelate and those staff working closely with Aboriginal and Torres Strait Islander communities.
2. Support Aboriginal and Torres Strait Islander initiatives across regions; with a particular emphasis on the organisation's Reconciliation Action Plan.
3. Provide cultural advice and consultation support across operational and service development areas of the organisation.
4. Lead by example in promoting understanding and respectful relationships between Aboriginal and Torres Strait Islander peoples and other Australians.
5. Identify service gaps and support the establishment of relationships with external Aboriginal and Torres Strait Islander services or community groups.
6. Assist in translating research into practice across Interrelate's service delivery with a focus on Aboriginal and Torres Strait Islander families and communities.
7. Provide guidance to the organisation on how to increase employment opportunities and pathways and professional development for Aboriginal and Torres Strait Islander staff across regions.
8. Kutanya will oversee the development; endorsement; launch; and annual review of the RAP.

Membership

Priority will be given to Aboriginal and Torres Strait Islander staff members to fill the positions on the working group; so that a new Aboriginal and Torres Strait Islander employee should be offered membership if that position had previously been filled by an employee from the broader Australian community within that region.

Nominations for membership will be called for annually and will be representative of the organisational work areas, regional offices and head office.

The term of membership for Kutanya is twelve months whilst employed by Interrelate.

Kutanya is Chaired by the Chief Executive Officer and the secretariat support is provided by the Head of Research and Service Development.



Artwork 'Perch' by HSC student Elwyn from Macleay Vocational College,
created in the Stand Strong Be Proud Program, in Kempsey



Artwork 'I have to stop drugs' by Tina Clarke

This painting was created as part of the Sista 2 Sista program which is run by Interrelate in partnership with Ghinni Ghinni Youth and Culture Aboriginal Corporation

Relationships

Respectful relationships and mutual understanding is essential to bridge the cultural understanding by creating meaningful relationships between Aboriginal and Torres Strait Islander peoples and other Australians. The wellbeing, safety and resilience of Aboriginal and Torres Strait Islander children, families and communities can only occur when the broader Australian community develop deeper mutual understanding. Interrelate works with Aboriginal and Torres Strait Islander families to help build strong, resilient individuals, families and communities.

Focus area

Foster the provision to increase engagement and collaborative partnership with Aboriginal and Torres Strait Islander peoples, organisations and stakeholders.

Action	Responsibility	Timeline	Deliverable
Kutanya will actively monitor the Interrelate RAP development, including implementation of actions, tracking progress and reporting.	Manager, Executive Support	March 2016	<ul style="list-style-type: none"> Kutanya oversees the development, endorsement, launch of the RAP.
	Manager, Executive Support	March and September 2016, 2017	<ul style="list-style-type: none"> Meet at least twice per year to monitor and report on RAP implementation to the Board.
	Head of Research & Service Development	September 2016, 2017	<ul style="list-style-type: none"> Ensure Aboriginal and Torres Strait Islander peoples are represented on Kutanya.
Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.	Manager, Executive Support	27 May-3 June, 2016, 2017	<ul style="list-style-type: none"> Organise at least one internal event for NRW each year to promote reconciliation.
	Manager, Executive Support	27 May-3 June, 2016, 2017	<ul style="list-style-type: none"> All NRW events to be registered on the Reconciliation Australia website.
	Area Manager	27 May-3 June, 2016, 2017	<ul style="list-style-type: none"> Support an external NRW event.
	Board Chair & Chief Executive Officer	27 May-3 June, 2016, 2017	<ul style="list-style-type: none"> Ensure Kutanya participates in an external event to recognise and celebrate NRW.

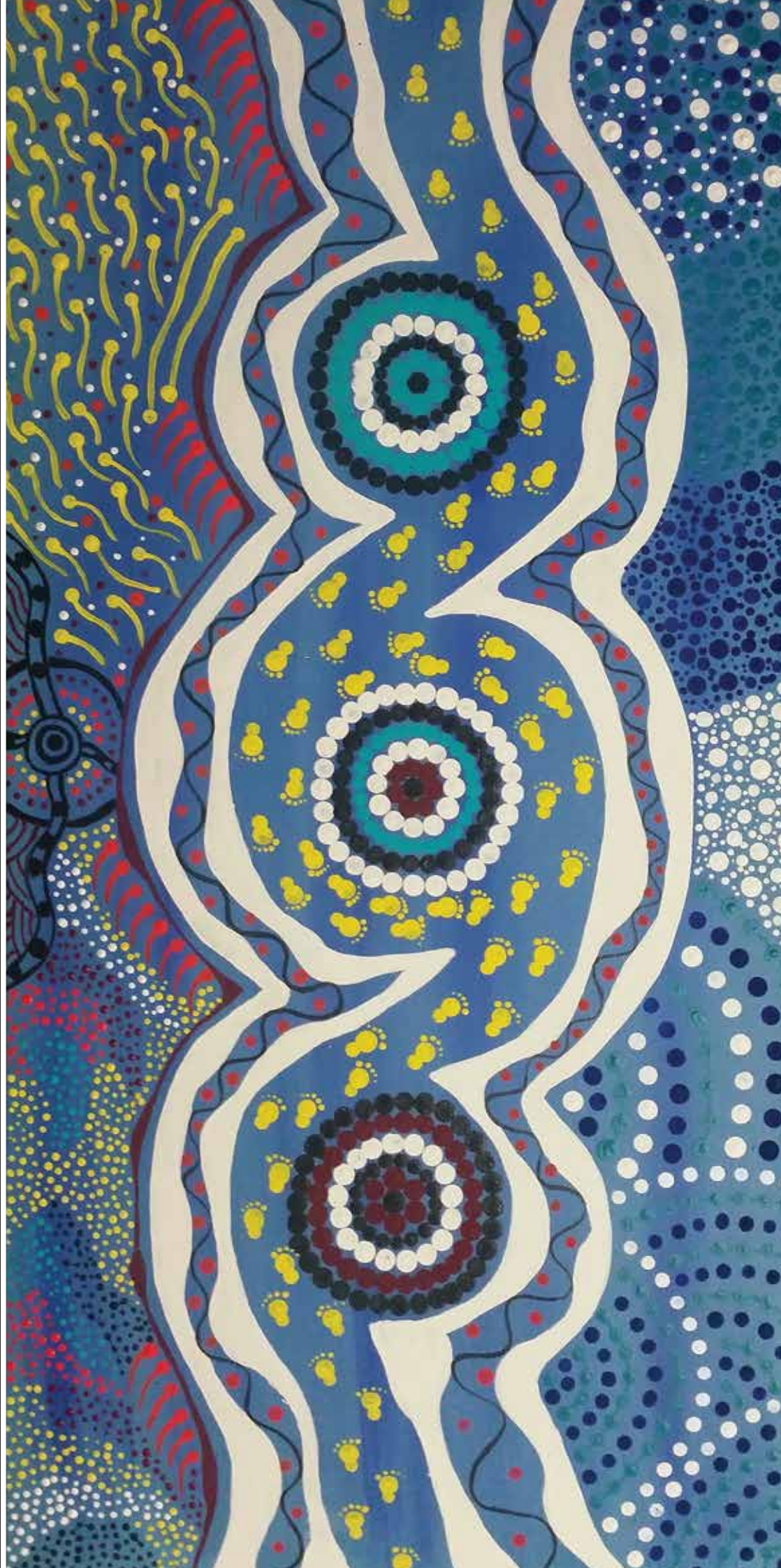
Action	Responsibility	Timeline	Deliverable
Raise internal and external awareness of the Interrelate RAP to promote reconciliation across our business and sector.	Media & Communications Officer	January, April, July, October 2016, 2017	<ul style="list-style-type: none"> Develop and implement an internal communication plan that includes: <ol style="list-style-type: none"> Kutanya to contribute articles to internal staff newsletter. Aboriginal and Torres Strait Islander peoples festivals and significant events disseminated to staff via intranet and email from CEO.
	Media & Communications Officer	July 2016	<ul style="list-style-type: none"> Implement and review a strategy to communicate the Interrelate RAP to all external stakeholders.
	Area Manager	June, December 2016, 2017	<ul style="list-style-type: none"> Ensure, where appropriate, Aboriginal and Torres Strait Islander staff are invited to participate in case management meetings to provide strategic input and advice.
Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.	Area Manager	June, December 2016, 2017	<ul style="list-style-type: none"> Each Interrelate region to organise at least 4 meetings per year with local Aboriginal and Torres Strait Islander peoples, organisations and stakeholders to develop guiding principles for future engagement.
	Manager, Executive Support	April 2016	<ul style="list-style-type: none"> Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander peoples, organisations and stakeholders.
	Manager, Executive Support	April 2016	<ul style="list-style-type: none"> Investigate the opportunity to develop a formal partnership with Secretariat of National Aboriginal & Islander Child Care (SNAICC).
	Area Manager	June, December 2016, 2017	<ul style="list-style-type: none"> Establish and maintain partnerships with like-minded organisations to work collaboratively in providing a better service delivery for Aboriginal and Torres Strait Islander peoples and community.
	Area Manager	June, December 2016, 2017	<ul style="list-style-type: none"> Encourage staff participation in local Aboriginal and Torres Strait Islander interagency forums to share information, experiences, and learnings.



Photo: Student Charlie making Boomerangs in the Stand Strong Be Proud Program, Macleay Vocational College, Kempsey



Photo: Kutanya on-the-ground services — Art and cultural activities



Artwork by Tony Clark, Indigenous Advisor & Community Development officer, Interrelate

The meaning of this painting is the bringing together of two different mobs as one after marriage. The feet represent the families coming from all over and different mobs traveling to the marriage

Respect

Respectful relationships underpin all community services work Interrelate engages with. We believe Aboriginal and Torres Strait Islander peoples identity and wellbeing are built on the connections between people, cultures, land and heritage. This connection, understanding and respect underpin our commitment to increasing respect and engagement with Aboriginal and Torres Strait Islander peoples.

Focus area

Advocate for the inclusion of Aboriginal and Torres Strait Islander people's input and participation into events, programs, publications and decision making.

Action	Responsibility	Timeline	Deliverable
Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols such as Acknowledgement of Country and Welcome to Country to ensure there is a shared meaning.	Manager, Executive Support	March 2016	<ul style="list-style-type: none"> Interrelate to develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country.
	Area Manager & Manager, Executive Support	March 2016, 2017, 2018	<ul style="list-style-type: none"> Review and update a list of key contacts for organising a Welcome to Country and maintain respectful partnerships.
	Area Manager & Manager, Executive Support	July 2016	<ul style="list-style-type: none"> Scope, develop and implement a plan to film / record Aboriginal and Torres Strait Islander staff and other staff Acknowledging Country sharing their understanding of the importance of cultural protocols to be uploaded to intranet and public website.
	Manager, Executive Support	November 2016	<ul style="list-style-type: none"> Ensure an Acknowledgement to Country statement respecting Traditional Owners is included on Interrelate's public website.
	Manager, Executive Support	December 2016, 2017	<ul style="list-style-type: none"> Invite a local Traditional Owner to provide a Welcome to Country to at least one significant Interrelate event.
	Media & Communications Officer	June, December 2016, 2017	<ul style="list-style-type: none"> Ensure all significant events for Interrelate include a Welcome to Country by a local Traditional Owner.

Action	Responsibility	Timeline	Deliverable
Engage employees in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements.	Area Manager	March 2016	<ul style="list-style-type: none"> Organise and display a Welcome sign in local Aboriginal Language in each Interrelate service outlet, outreach location and head office.
	Head of Research & Service Development	August 2016	<ul style="list-style-type: none"> Develop and pilot an Aboriginal and Torres Strait Islander cultural awareness training strategy. In particular, provide opportunities for Kutanya, HR Managers and other key leadership to participate in training.
	Head of Research & Service Development	November 2016, 2017	<ul style="list-style-type: none"> Scope, develop and implement a plan to provide Aboriginal and Torres Strait Islander cultural awareness training/learning at Managers Development Days Agenda each year.
	Head of Research & Service Development	June, December 2016, 2017	<ul style="list-style-type: none"> Investigate the possibility of Kutanya members to present on cultural awareness, respect and learning at: <ol style="list-style-type: none"> Strategic planning days Managers development day Openings of new premises Staff conferences Regional community reference groups.
	Board Chair & Chief Executive Officer	June, December 2016, 2017	<ul style="list-style-type: none"> Provide opportunities for Interrelate Board Directors to participate in cultural awareness training / learning.
	Head of People, Culture & Performance	May & November 2016, 2017	<ul style="list-style-type: none"> Investigate the opportunity to use the Red Ochre training package to increase staff awareness and knowledge.
	Area Manager	March 2016	<ul style="list-style-type: none"> Encourage staff to consult with Kutanya members on cultural issues and queries around Interrelate's RAP.

Action	Responsibility	Timeline	Deliverable
Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week.	Executive & Area Manager	July 2016, 2017	<ul style="list-style-type: none"> Provide opportunities for Aboriginal and Torres Strait Islander employees to participate with their cultures and communities during NAIDOC Week.
	Head of People Culture & Performance	August 2016	<ul style="list-style-type: none"> Ensure Interrelate's Enterprise Agreement includes a policy outlining the capacity to support Aboriginal and Torres Strait Islander participation in NAIDOC Week events/activities.
Develop and review annually our statement of reconciliation.	Chief Executive Officer, Area Manager, Media & Communications Officer	March 2016	<ul style="list-style-type: none"> A statement of reconciliation displayed in the reception area of each service outlet, outreach location and head office.
	Board Chair	April 2016	<ul style="list-style-type: none"> The statement of reconciliation reviewed by the Board at the time of the constitutional review.





Artwork by Tony Clark, Indigenous Advisor & Community Development officer, Intewelate

This painting represents the family. In the circle is the child bearing mother with the children around her. The hand print above is the father who is the protector of that family

Opportunities

Interrelate aims to increase opportunities for Aboriginal and Torres Strait Islander peoples and communities by providing employment, training and ongoing skills development as well as the engagement with Aboriginal and Torres Strait Islander service and business enterprises.

Focus area

Enhance training, employment, ongoing development and support for Aboriginal and Torres Strait Islander peoples and communities.

Action	Responsibility	Timeline	Deliverable
Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace.	Head of People Culture & Performance	April 2016	<ul style="list-style-type: none"> Develop a Strategy to pilot different approaches to increasing Aboriginal and Torres Strait Islander employment including apprenticeships, internships, cadetships, work experience. Implement the Aboriginal and Torres Strait Islander Employment Strategy. <ol style="list-style-type: none"> Priority Area 1; Develop and maintain a culturally supportive workplace environment. Priority Area 2; Attract and select quality Aboriginal and Torres Strait Islander Applicants. Priority Area 3; Develop a culturally supportive environment to support the retention of Aboriginal and Torres Strait Islander staff. Priority Area 4; Invest in the potential of our people.
	Head of People Culture & Performance	June 2016	
	Head of People Culture & Performance	October 2017	<ul style="list-style-type: none"> Review and update HR procedures and policies each year to ensure barriers to Aboriginal and Torres Strait Islander employment are able to be addressed.
	Head of People Culture & Performance	June, December 2016, 2017	<ul style="list-style-type: none"> Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.
	Head of People Culture & Performance	June, December 2016, 2017	<ul style="list-style-type: none"> Plan and implement training to provide: <ol style="list-style-type: none"> Understanding of Interrelate's Aboriginal Employment Strategy. Aboriginal Building Connections to enable Aboriginal and Torres Strait Islander staff to deliver the program to communities.



Photo: Engaging with the Aboriginal Community

Painting pavers for Bushtucker Gardens – Engaging local school children and elders in the project in Lismore

Action	Responsibility	Timeline	Deliverable
Investigate opportunities to increase Aboriginal and Torres Strait Islander supplier diversity within Interrelate.	Head of Corporate Services & Business Development	October 2016	<ul style="list-style-type: none"> Review and address procurement policies barriers to Aboriginal and Torres Strait Islander business.
	Area Manager	June, December 2016, 2017	<ul style="list-style-type: none"> Encourage staff to engage with Aboriginal and Torres Strait Islander businesses suitable and within internal budgets.
	Head of Corporate Services & Business Development	October 2016	<ul style="list-style-type: none"> Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.
Participate in the Family Relationship Services Australia (FRSA) National Conference.	Manager, Executive Support	November 2016, 2017	<ul style="list-style-type: none"> Work collaboratively with FRSA and related social service sectors to address Aboriginal and Torres Strait Islander barriers to enhance health and wellbeing of Aboriginal and Torres Strait Islander peoples
Promote opportunities to improve service provision for Aboriginal and Torres Strait Islander peoples.	Head of Research & Service Development	June, December 2016, 2017	<ul style="list-style-type: none"> Kutanya will implement a strategy to develop and refine all services and programs through participation in service practice groups
	Head of Research & Service Development	June, December 2016, 2017	<ul style="list-style-type: none"> Share examples of internal service & program refinement and external engagements to staff and stakeholders.
	Media & Communications Officer	March 2016	<ul style="list-style-type: none"> Upload to website (NRCLC Website, Stand Strong Be Proud video, Mingaletta video, Yarn with Yarn videos, Aboriginal Employment Strategy (DVD) and the Aboriginal Family Law DVD).
	Media & Communications Officer	March 2016	<ul style="list-style-type: none"> Promote Interrelate via social media forums such as FaceBook, Twitter, YouTube, Instagram and LinkedIn to increase awareness and promote services available to Aboriginal and Torres Strait Islander peoples.
	Head of Corporate Services and Business Development	July 2016	<ul style="list-style-type: none"> Scope and develop a plan for Aboriginal and Torres Strait Islander content to be included into Interrelate's branding strategy.

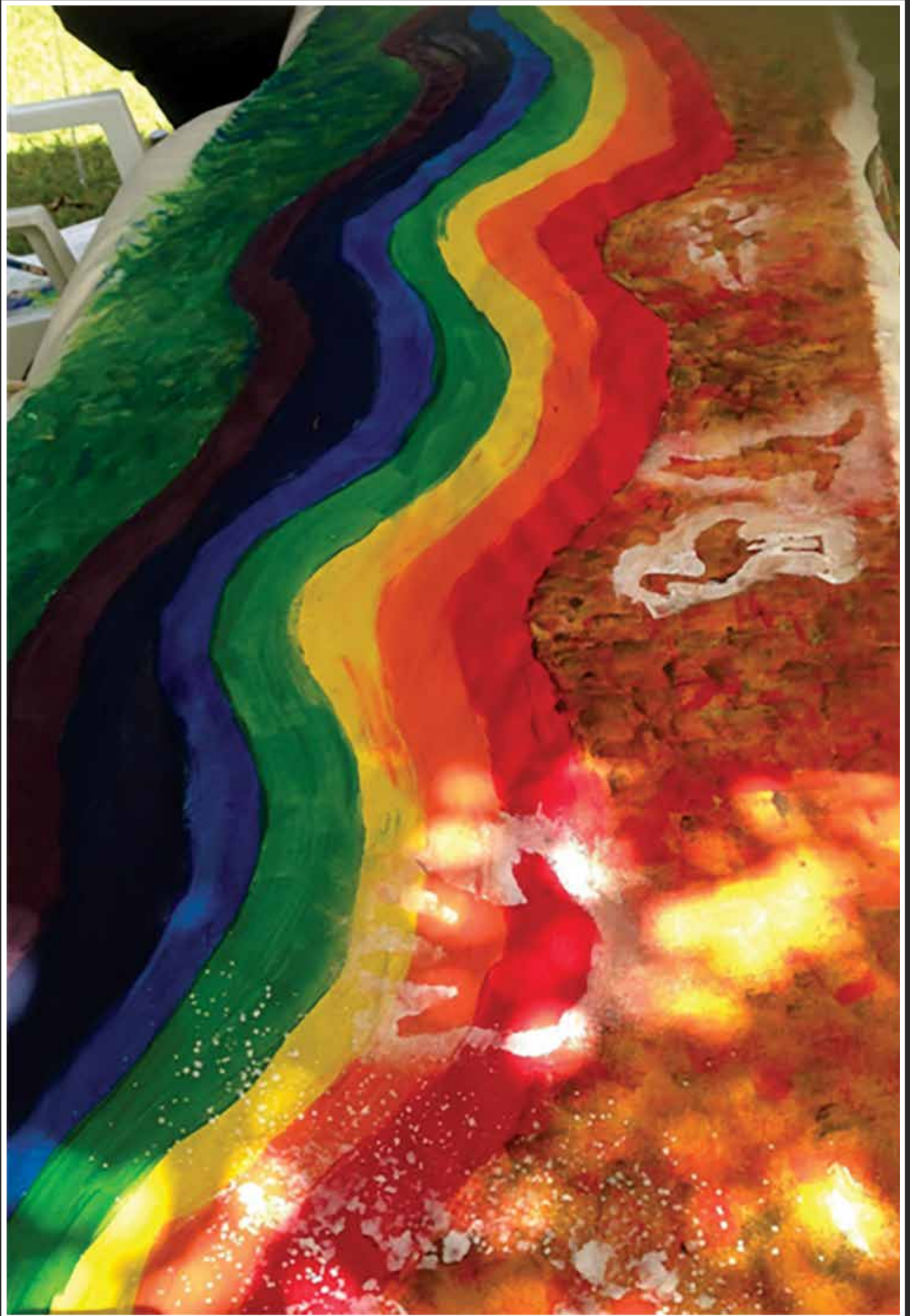


Photo: Engaging with the Aboriginal Community — Harmony Day in Lismore

Tracking progress and reporting

Action	Responsibility	Timeline	Deliverable
Monitor the progression of Interrelate's RAP commitments.	Manager, Executive Support	September 2016, 2017	<ul style="list-style-type: none"> Establish the requirements and process for annual reporting against the RAP's measureable targets.
	Media & Communications Officer	June, December 2016, 2017	<ul style="list-style-type: none"> Publically report our RAP achievements, challenges and learnings.
		September 2016, 2017	<ul style="list-style-type: none"> Kutanya to conduct an annual review of RAP implementation.
Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	Manager, Executive Support	September 2016, 2017	<ul style="list-style-type: none"> Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
	Manager, Executive Support	October 2016 (Biennial)	<ul style="list-style-type: none"> Investigate participating in the Reconciliation Australia Barometer (Voluntary Survey).
Review, refresh and update RAP.	Manager, Executive Support	September 2017	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.
	Manager, Executive Support	November 2017	<ul style="list-style-type: none"> Send draft RAP to Reconciliation Australia for formal feedback and endorsement.

Contact details

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CEO, Interrelate Limited

Phone: 02 8882 7800 | Email: patriciao@interrelate.org.au



Interrelate is an innovative and flexible provider of relationship services in NSW. We specialise in supporting parents and children and strengthening family relationships. Since 1926 we have been delivering quality relationship services to individuals, couples, families, children, schools and communities through our network of centres and outreach locations across NSW. We are strengths-based and child focused in our approach.

To contact Interrelate's Head Office:

Phone: (02) 8882 7800
Email: info@interrelate.org.au
Post: PO Box 6307, Baulkham Hills, NSW 1755
Web: www.interrelate.org.au

Our Head Office is located at Suite 423, 14-16 Lexington Drive, Bella Vista, NSW 2153.



**Contact your local centre on
1300 i relate (1300 473 528)**

Interrelate Centres

Norwest 02 8882 7850
Coffs Harbour 02 6659 4150
Central Coast 02 4363 8050
Dubbo 02 6815 9650
Lismore 02 6623 2750
Newcastle 02 4016 0550
Orange 02 6363 3650
Port Macquarie 02 5525 3200
Caringbah 02 8522 4450

Family Relationship Centres

(Operated by Interrelate on behalf of the Government of Australia)

Coffs Harbour 02 6659 4100
Central Coast 02 4363 8000
Dubbo 02 6815 9600
Lismore 02 6623 2700
Newcastle 02 4016 0566
Sutherland 02 8522 4400
Taree 02 6551 1200



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