



Reconciliation
ACTION PLAN

INNOVATE RAP

Reconciliation Action Plan 2014-15



Lives Lived Well



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Lives Lived Well Reconciliation
Action Plan 2014-15

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Action Plan 2014-15

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● Message from CEO

It gives me great pleasure to present Lives Lived Well's Reconciliation Action Plan as our organisation's first RAP.

This plan will enhance and contribute to our ability in continuing our work with Aboriginal and Torres Strait Islander peoples on community-led solutions, where we work alongside individuals, families, organisations and communities to build their capacity for sustainable local solutions using the abundance of skills, knowledge and potential in these communities.

We also recognise the role we have as an organisation, in taking all of our employees on the reconciliation journey through building better relationships, understanding and respect between Aboriginal and Torres

Strait Islander peoples and the broader Australian community.

This plan provides us with a formal avenue to embed reconciliation in Lives Lived Well culture through tangible actions directed towards creating meaningful and respectful relationships with sustainable opportunities for Aboriginal and Torres Strait Islander Australians.

Lives Lived Well joins with Reconciliation Australia and other key organisations on a national platform to foster a shared understanding of reconciliation.

I look forward to building achievements through this Reconciliation Action Plan.

Mitchell Giles
CEO



● About Lives Lived Well

Lives Lived Well (LLW) was established following the merger of the Alcohol and Drug Foundation Queensland, Gold Coast Drug Council and the Queensland Drug and Alcohol Council in May 2012.

Lives Lived Well is one of Queensland's leading non-government organisations for people with alcohol, drug or other addictions such as gambling. We also support individuals with mental health problems, particularly young people.

We provide a range of free services designed to influence behaviour, reduce harm, aid recovery and bring about positive change.

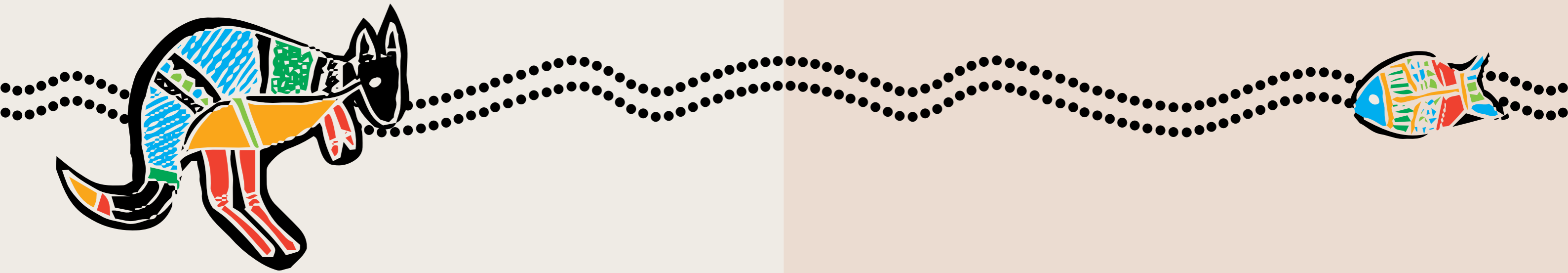
LLW is committed to working with and supporting Aboriginal and Torres Strait Islander communities and families towards ensuring they enjoy good health and wellbeing. We share compassion and empathy easily and never shy away from showing our human side.

We run specific programs, services and counselling for Aboriginal and Torres Strait

Islander peoples who have problems with drugs and alcohol. We also are committed to recruiting and training Aboriginal and Torres Strait Islander staff to assist in providing culturally appropriate programs and services for our Aboriginal and Torres Strait Islander clients.

Our programs and services extend across Queensland, covering the area from Far North Queensland to the Gold Coast and west to Mount Isa and include counselling, live-in rehabilitation programs, youth programs, support groups and counselling for family and friends, Aboriginal and Torres Strait Islander specific programs and services, Gambling Help and community and youth outreach.

With a collective history of service provision spanning nearly 80 years, LLW is a collection of well-credentialed and experienced service providers, with more than 140 staff and 40 volunteers. This includes approximately 10 percent Aboriginal and Torres Strait Islander staff, with a commitment to increase this number in 2015 and beyond.



● Our vision for reconciliation

Lives Lived Well aims to provide a safe and secure place for Aboriginal and Torres Strait Islander peoples to work and be respectfully acknowledged as First Australians.

Our staff and management will show respect to Aboriginal and Torres Strait Islander peoples cultural beliefs, empower and support staff and individuals to share cultural beliefs and understandings of past and present history.

We are committed to building relationships and partnerships with other community groups and leaders, Traditional Owner groups, businesses, government and non-government services towards promoting and supporting health and wellbeing.

We admire the courage, strength, talents and determination of Aboriginal and Torres Strait Islander peoples and will continue to work with them in the communities we serve.

● Our Reconciliation Action Plan

Lives Lived Well believes the development of a Reconciliation Action Plan (RAP) is an inaugural part of developing solid relationships and acknowledging the First Australians of this country. We would like to ensure we deliver respectful and appropriate services for customers, clients and staff.

Since the merger of three separate organisations it was identified that Lives Lived Well required action to recognise its unique and diverse staff.

We believe the RAP is a mandatory requirement in shaping and building a culturally diverse and accepting workplace.

The Lives Lived Well Reconciliation Action Plan will be championed internally.

All Managers and Executives will support the RAP and provide Aboriginal and Torres Strait Islander staff with the ability to attend Aboriginal and Torres Strait Islander working groups throughout Lives Lived Well.

● Relationships

Building strong relationships with Aboriginal and Torres Strait Islander peoples is essential for Lives Lived Well to progress and continue to maintain. We believe partnerships with services will continue to build stronger professional and ongoing commitment to better health outcomes for Aboriginal and Torres Strait Islander peoples.

Action	Responsibility	Timeline	Target
1.1 Establish a RAP Working Group, comprising of Aboriginal and Torres Strait Islander peoples and other Australians to support the development of the LLW RAP	Operations Manager	April 2014	<ul style="list-style-type: none"> Meet at least twice per year RAP Working Group is formed and operational to support the development of LLW RAP
1.2 LLW will celebrate National Reconciliation Week (NRW) and provide opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships	Operations Manager Marketing and Communications Manager	27 May – 3 June 2014 and 2015	<ul style="list-style-type: none"> Organise at least one internal event each year Liaise with Managers to organise representation of services at local events across the services area Queensland Drug and Alcohol Council to attend the NRW celebrations to represent LLW organisation
1.3 Encourage LLW employees to build relationships with Aboriginal and Torres Strait Islander peoples in the local community and learn more about Aboriginal and Torres Strait Islander Cultures	Operations Manager Human Resources Manager	March 2014 July 2015 September 2015	<ul style="list-style-type: none"> Investigate in fostering new business and working with when possible Aboriginal and Torres Strait Islander services to provide specific care for LLW Investigate in establishing new partnerships and utilising initiatives for the development of services Organise at least 6 meetings with key external stakeholders annually to build stronger relationships, foster new business and to establish new partnerships
1.4 LLW will continue to work with the local Aboriginal and Torres Strait Islander health sector internally and externally to achieve set targets for the region	Operations Manager	June 2014 August 2015 March 2015 June 2015 October 2014	<ul style="list-style-type: none"> Establish MOU agreements with Aboriginal and Torres Strait Islander Aboriginal Medical Services (AMS's) in key LLW service areas Create opportunities for Aboriginal and Torres Strait Islander health professionals to engage with Clients and Treatment areas Build strong and beneficial alliances with key sector leaders in "Closing the Gap" initiatives Involve LLW's treatment and service delivery hubs In "Closing the Gap" key outcomes, utilise more Aboriginal and Torres Strait Islander Health Sector support services for clients across all services
1.5 LLW to participate in conferences or seminars to network, share achievements and obtain information to assist in building stronger relationships with Aboriginal and Torres Strait Islander peoples, stakeholders and communities	Marketing and Communications Manager	March 2014	<ul style="list-style-type: none"> Investigate to participate in awards, conferences, seminars to share our achievements and learning's in local and internal media and national news

● Respect

Lives Lived Well has a large demographic of Aboriginal and Torres Strait Islander staff in the Cairns based office, we would like to share this culture and experience with Logan House and Gold Coast to ensure that the level of service for Aboriginal and Torres Strait Islander peoples obtain the same level of service and respect across all our sites.

Action	Responsibility	Timeline	Target
2.1 LLW will engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies	Operations Manager Marketing and Communications Manager	February 2014	<ul style="list-style-type: none"> Develop, implement and communicate a cultural protocol document for LLW
		March 2014	<ul style="list-style-type: none"> Ensure CEO and senior management are well educated on Aboriginal and Torres Strait Islander protocols and are able to reply to a Welcome to Country
		April 2014	<ul style="list-style-type: none"> LLW CEO to deliver key messages and address and acknowledge the traditional owners at significant events
		March 2014	<ul style="list-style-type: none"> Organise at least one Welcome to Country performed by a Traditional Owner at a significant event
2.2 LLW will engage employees in cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved	Operations Manager	May 2014 December 2015	<ul style="list-style-type: none"> Develop and implement a cultural awareness training strategy for LLW Provide culturally specific training opportunities for the RAP Working group, Champions, HR Managers and other key leadership within LLW to participate in to further develop knowledge and understanding of Aboriginal and Torres Strait Islander People
2.3 Celebrate and provide opportunities for LLW Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events	Operations Manager HR Manager	July 2014 and 2015	<ul style="list-style-type: none"> Provide opportunities for Aboriginal and Torres Strait Islander employees to participate in local NAIDOC Week events Review HR policies and procedures to ensure there are no barriers to staff in participating in NAIDOC Week LLW will contact the local NAIDOC Committees and see what support and assistance can be offered for NAIDOC Week
2.4 LLW will acknowledge significant days in the year to pay respects to Aboriginal and Torres Strait Islander peoples and cultures	Operations Manager Marketing and Communications Manager	June 2014	<ul style="list-style-type: none"> Develop a calendar of significant events in the year and communicate this to LLW employees
		26 May 2014 and 2015	<ul style="list-style-type: none"> Organise a morning tea for 'Sorry Day' or invite a member/elder from the Aboriginal and Torres Strait Islander community to morning tea
		December 2015	<ul style="list-style-type: none"> Ensure the use of images represent the deceased by consulting with those families or communities to ensure appropriate protocols are observed. (In many Aboriginal and Torres Strait Islander communities, the reproduction of a deceased person's name and image is offensive to cultural beliefs)

● Opportunities

The inclusion of history, culture and values and beliefs is essential for Lives Lived Well to grow and develop specific programs for Aboriginal and Torres Strait Islander peoples. We believe representation in the Aboriginal and Torres Strait Islander health sector is important and will continue to be involved in this process and play a key role in providing services in the Alcohol and Other Drugs (AOD) sector.

Action	Responsibility	Timeline	Target
3.1 Investigate opportunities within LLW to increase Aboriginal and Torres Strait Islander employment opportunities	Operations Manager	December 2014	<ul style="list-style-type: none"> Establish baseline data for Aboriginal and Torres Strait Islander employees and develop and implement an Aboriginal and Torres Strait Islander Employment Strategy
	Human Resource Manager	May 2014	<ul style="list-style-type: none"> Develop a business policy into having a senior Aboriginal and or Torres Strait Islander LLW employee on employment and interview selection panels for identified and specified positions
	Marketing and Communications Manager	December 2014	<ul style="list-style-type: none"> Scope having a recognised Traditional Owner acknowledged and the panel to have a specific question related to Aboriginal and Torres Strait Islander peoples of the local area
3.2 Investigate the mutually beneficial opportunities that supplier diversity will provide to LLW	Operations Manager	September 2014	<ul style="list-style-type: none"> Advertise positions in Aboriginal and Torres Strait Islander media
		December 2014	<ul style="list-style-type: none"> Investigate becoming a member of Supply Nation Develop a procurement policy to increase supplier diversity through preferred suppliers

● Tracking our progress and reporting

Action	Responsibility	Timeline	Target
4.1 Report achievements, challenges and learning's to Reconciliation Australia for inclusion in the Annual Impact Measurement Report	Operations Manager	Sept 2014 Sept 2015	<ul style="list-style-type: none"> RAP progress is reported each year in the RAP Impact Measurement Questionnaire
4.3 LLW RAP Refresh	Operations Manager	December 2015	<ul style="list-style-type: none"> LLW RAP drafted and approved by Reconciliation Australia and published on Reconciliation Australia website LLW RAP Working Group to Review of progress undertaken by September 2015 LLW Learning's incorporated in the potential development of a refreshed RAP





● Want more info?

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