



Innovate Reconciliation Action Plan

Coast Shelter Jan 2024 - Jan 2026



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About the Artwork

The site depicted in this painting is Puyurru, west of Yuendumu. In the usually dry creek beds are 'mulju' (soakages), or naturally occurring wells. The 'kirda' (owners) for this site are Nangala/Nampijinpa women and Jangala/Jampijinpa men. Two Jangala men, rainmakers, sang the rain, unleashing a giant storm. The storm travelled across the country from the east to the west, initially travelling with a 'pamapardu Jukurrpa' (termite Dreaming) from Warntungurru to Warlura, a waterhole 8 miles east of Yuendumu. A Warlura a gecko called Yumariyumari blew the storm on to Lapurrukurra and Wilpiri. Bolts of lightning shot out at Wirnpa (also called Mardinymardinyoa) and at Kanaralji. At this point the Dreaming track also includes the 'kurdukurdu mangkurdu Jukurrpa' (children of the clouds Dreaming). The water Dreaming built hills at Ngamangama using baby clouds and also stuck long point clouds into the ground at Jukajuka, where they can still be seen today as rock formations.

The termite Dreaming eventually continued west too Nyirripi, a community approximately 160km west of Yuendumu. The water Dreaming then travelled from the South over Mikanji, a watercourse with soakages northwest of Yuendumu. At Mikanji, the storm was picked up by a 'kirrkarlanji' (brown falcon [Falco berigora]) and taken farther north. At Puyurru, the falcon dug up a giant 'warnayarra' (rainbow serpent). The serpent carried water with it to create another large lake, Jillyiumpa, close to an oustation in this country. The 'kirda' (owners) of this story are Jangala men and Nangala women. After stopping at Puyurru, the water Dreaming travelled on through other locations including Yalyarilalku, Mikilyparnta, Katalpi, lungkardajarra, Jirawarnpa, Kamira, Yurrunjuku, and Jikaya before moving on into Gurindji country to the north.

In contemporary Warlpiri paintings, traditional iconography is used to represent the 'Jukurrpa' (Dreaming). Short dashes are often used to represent 'mangkurdu' (cumulus & stratocumulus clouds), and longer, flowing lines represent 'ngawarra' (flood waters). Small circles are used to depict 'mulju' (soakages) and river bed.

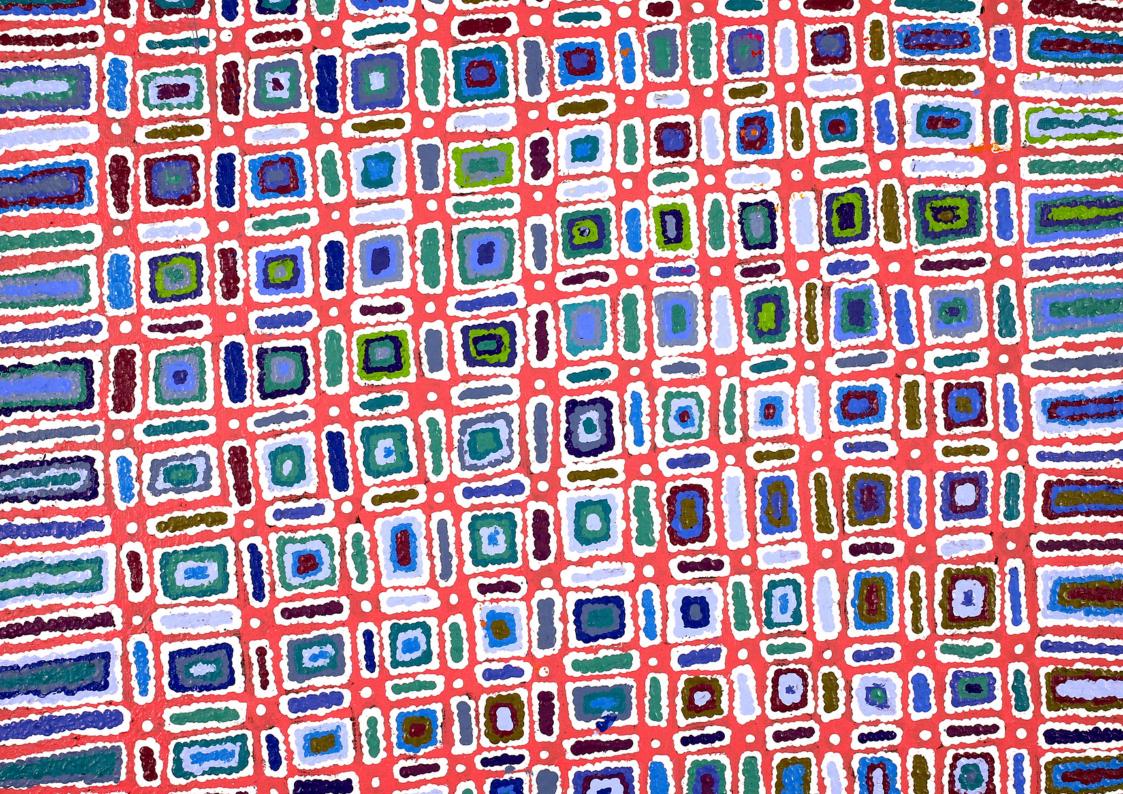
About the Artist

Lynette Nangala Singleton was born in 1970 in Alice Springs Hospital, the closest hospital to Yuendumu, a remote Aboriginal community 290 km north-west of Alice Springs in the NT of Australia. She grew up in Yuendumu, attended the local school after which she completed her schooling at Yarara College, an Aboriginal boarding school in Alice Springs. When she finished school she returned to Yuendumu. She is married and although she has no children she has many nieces. She now lives in Nyirripi, an Aboriginal community 160 km north-west of Yuendumu. Lynette has been painting with Warlukurlangu Artists Aboriginal Corporation, an Aboriginal owned and governed art centre located in Yuendumu, since 2008. She paints her Father's Jukurrpa stories, Dreamings which relate directly to her land, in particular a rock hole west of Lake McKay. These stories have been passed down by her father and her father's father for millennia. When Lynette is not painting she enjoys hunting for goanna.



Lynette Nangala Singleton











Our vision for Reconciliation

Coast Shelter acknowledges Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of this land. We pay respect to Elders past, present and future. We are committed to providing inclusive and appropriate support for all Aboriginal and Torres Strait Islander people, their kin and community.

Coast Shelter's vision for Reconciliation is to see that all connected to culture and community free from domestic and family violence.

Our Reconciliation Action Plan demonstrates transparently to our business how we aim to achieve our vision. Our strengthened connections to community, our increased positive outcomes, our culturally safe work force and our increased First Nations workforce will demonstrate our successes to our vision.

Message from CEO, Reconciliation Australia



Reconciliation Australia commends Coast Shelter on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Coast Shelter to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Coast Shelter will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments.

The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 2.3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Coast Shelter is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Coast Shelter's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Coast Shelter on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine



Our Business

Coast Shelter is a leading not-for-profit organisation providing specialist homelessness services and support programs on the NSW Central Coast. We are a registered Community Housing Provider operating crisis accommodation refuges across the region for people who are homeless, at risk of homelessness, or experiencing domestic and family violence. We continue to progress our mission to end homelessness and domestic and family violence in our area by providing people with a safe place to call home, food and clothing, and access to personal support services. Each year 1000 clients are supported through

our youth specialist homelessness service, men's specialist homelessness service, women and children's specialist homelessness service and our domestic violence rapid enhancement program.

Coast Shelter's commitment to positive outcomes has seen it introduce several Allied Health specialists to overcome the many barriers that our clients face; this includes Youth Mental health workers, men's AOD councillors, women's AOD councillors and social workers.

With the over representation of Aboriginal and Torres Strait Islander clients, Coast Shelter is supported by a First Nations Coordinator who guides and leads the organisation in cultural competence.

commitment to our RAP, we conduct an annual cultural journeys. diversity survey and encourage Aboriginal and Torres Strait Islander staff members to self-identify. Coast Shelter is focused For 30 years, Coast Shelter has received generous support from future.

The relationships we have with our corporate partners, community groups, regional networks, and government are more important than ever. Our partnerships enable us to reach more people experiencing poverty and homelessness on the Central Coast and adapt to the ever-changing needs of our community.

At Coast Shelter 8.5% of our paid workforce, identify as We have been able to use our influence with our partners to Aboriginal and/or Torres Strait Islander people. As part of our provide education, support, and guidance on their cultural

on and committed to creating opportunities to increase Coast the local business community and volunteers. Whether by a Shelter's Aboriginal and Torres Strait Islander work force in the financial donation, a donation of furniture, or household goods, fundraising or sharing of resources and knowledge, our partnerships can, quite literally, change lives.



Our RAP

Our workplace is developing the Innovate RAP because we want to continue to strengthen our relationships with Aboriginal and Torres Strait Islander peoples, contribute and promote the reconciliation movement and improve our service delivery. Our established RWG is a diverse working group across the organisation internally and externally. We will involve and consult with the community, the Aboriginal and Torres Strait Islander communities/ organisations and deliver the Innovate RAP by January 2025.

Coast Shelter has established a First Nations Advisory Group which is for Aboriginal or Torres Strait Islander identified workers and volunteers across our organisation with the objective to provide support and improve outcomes for our First Nation staff and clients. This group gives our staff a voice for themselves and to the business and is also asked upon for advice and guidance to the operation of our business The group are active in making recommendations and providing advice out how to improve our RAP.

Coast Shelters Reconciliation Action Plan Working Group consists of a diverse group of people from multidisciplinary backgrounds across all areas of the organisation. Five Aboriginal and/or Torres Strait Islander people are active members of the current working group.

Our RAP working group continues from the Reflect RAP to the Innovate RAP. With the success of our Reflect RAP we have additional members joining for the Innovate RAP. The RAP is monitored and guided by the First Nations Coordinator in the case of this role temporarily being absent the responsibility for this role will be taken over by the RAP Champion and RWG Champion.





Coast Shelters Reflect RAP Journey emphasised the importance of reconciliation and it focused the business on building relationships based on respect and trust between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians. Coast Shelters Reflect Reconciliation Action Plan (RAP) 2021-22 provided a framework for our organisation to build the foundations for our vision for reconciliation. It demonstrated our commitment to implementing and measuring practical actions that build respectful relationships and create opportunities for Aboriginal and Torres Strait Islander peoples. The Reflect RAP Journey created a positive cultural engagement internally, which drove the innovation of training workshops for team meetings to meet the newly identified training needs before formal training. Some of the challenges were sourcing cultural training to meet staff and client needs. What was required was strong, sustained relationship building and genuine participation in the community. It was important to Coast Shelter to improve our Action Plan in a way to ensure we are demonstrating this as an organisation and not individualised To strengthen and expand on our commitment towards reconciliation,

To strengthen and expand on our commitment towards reconciliation, we are developing and implementing programs for cultural learning, Aboriginal and Torres Strait Islander employment and supplier diversity.

Our RAP Working Group is currently made up of:

Peter Downie Chair First Nations Coordinator Coast Shelter

Tim Selwyn Owner & Director of Girri Girra Girri Girra

Paul Hardcastle Caseworker Youth Coast Shelter Ashlee Gunstone RAP Champion People & Culture Manager Coast Shelter

Kayla Wheatley Case Worker DVRE Coast Shelter

Willei Coe
First Nations Wellbeing Coordinator
Coast Shelter

Erin Maxwell Marketing & Comms Manager Coast Shelter



Highlights of the year

- 1. Completion of our Reflect Reconciliation Action Plan. The Reflect Reconciliation Action Plan was a truly engaging journey for the business and as a result in completion the pride within the business and overwhelming interest to continue the journey has been a powerful tool for the many reasons laid out in the RAP.
- 2. Introduced a Welcome to Country and Acknowledgement of Country Policy with all staff trained. This policy with accompanying workshop drove genuine interest, purpose and protocol throughout the business. The core of our practice was changed with a meaningful and respectful acknowledgement at all engagements, meetings, and events.
- 3. All staff trained in respectful language and Aboriginal & Torres Strait Islander Cultural Appreciation. This was a poignant and vital step in broadening all staff knowledge and correcting and aligning staff to communicate respectfully and consistently.
- **4.** Established a First Nations staff advisory committee. The committee created a place for our First Nations staff to connect and have a voice to the business as a group. It influenced the business at a cultural level, improved service delivery and staff wellbeing.

- 5. Host the largest National Reconciliation Week event on the Central Coast. The event was created due to the absence of a physical event on the central coast. The challenge was to deliver the respect for Reconciliation by consulting with community and all key stakeholders and ensuring the event respect protocol and the community
- **6.** Implemented a weaving and yarning circle for our First Nations Women & Children clients. This group continues and meets regularly. The women meet to weave and share their stories in a therapeutic way.
- 7. Established a partnership with a local Central Coast owned and operated business to provide education and experiences for our staff and clients to connect with culture and the land. Our Partnership continues and so does the knowledge within the business.
- **8.** Through TAFE became Accredited in Cultural competency for Employers.

Left to Right

Coast Shelter staff at Naidoc Week Oztag Cup 23, Coast Shelter Staff and CEO at National Reconcilation Gathering, Coast Shelter CEO and First Nations Coordinator with Aunty Di of Mingaletta.















Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	October 2024	First Nations Coordinator / RWG
	Develop and implement an engagement plan to work with	December 2024	First Nations Coordinator / M&C Manager
	Aboriginal and Torres Strait Islander stakeholders and organisations. Continue established partnership with a local Central Coast First Nations owned and operated business to provide education and experiences for our staff and clients to connect with culture and the land	• June 2024 and 2025	First Nations Coordinator / RAP Champion
2. Build relationships through celebrating National	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024 and 2025	First Nations Coordinator / RAP Champion
Reconciliation Week (NRW).	RAP Working Group members to participate in an external NRW event.	• 27 May - 3 June 2024 and 2025	First Nations Coordinator / RAP Champion
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	• 27 May - 3 June 2024 and 2025	First Nations Coordinator / RAP Champion
	Organise at least one NRW event each year.	• 27 May - 3 June 2024 and 2025	First Nations Coordinator / RAP Champion
	Register all our NRW events on Reconciliation Australia's <u>NRW</u> <u>website</u> .	May 2024 and 2025	First Nations Coordinator / M&C Manager
3. Promote reconciliation through our sphere of influence.	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	• May 2024	First Nations Coordinator / RAP Champion
	Communicate our commitment to reconciliation publicly.	• May 2024	CEO / M&C Manager
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	• May 2024	First Nations Coordinator / RAP Champion
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	October 2024	First Nations Coordinator / First Nations Wellbeing Coordinator
4. Promote positive race relations through anti-	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2024	RAP Champion / First Nations Coordinator
discrimination strategies	Develop, implement, and communicate an anti-discrimination policy for our organisation.	• February 2024	RAP Champion / First Nations Coordinator
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti- discrimination policy.	November 2024	RAP Champion
	Educate senior leaders on the effects of racism.	January 2024	RAP Champion
	Educate all staff on the effects of racism.	January 2024	RAP Champion



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	• June 2024 and 2025	First Nations Coordinator / RAP Champion
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	May 2024	First Nations Coordinator / RAP Champion
	Develop, implement, and communicate a cultural learning strategy document for our staff, including cultural learning in onboarding.	September 2024	First Nations Coordinator / RAP Champion
	Continue and grow the clients women's weaving and yarning group.	• June 2024, 2025, 2026	First Nations Coordinator / DVRE Caseworker
	Investigate cultural immersion opportunities for staff.	September 2024	First Nations Coordinator / RAP Champion
	Provide opportunities for RAP Working Group members and other identified staff to participate in formal and structured cultural learning.	September 2024	First Nations Coordinator / RAP Champion
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	• June 2024 and 2025	First Nations Coordinator / RAP Champion
	Develop, implement, and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	• July 2024	First Nations Coordinator
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	• June 2024	First Nations Coordinator
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	• June 2024	First Nations Coordinator
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024 and 25	First Nations Coordinator / RAP Champion
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	• June 2024 and 2025	RAP Champion
	Promote and encourage participation in external NAIDOC events to all staff.	First week in July 2024 and 2025	DVRE Caseworker / Marketing and Events Coordinator?
8. Build respect for Aboriginal and Torres Strait Islander cultures in our community by participating in First Nations events and forums	Attend and participate in all Central Coast Aboriginal Interagency Network (CCAIN) meetings.	• Jan 2024	First Nations Coordinator / First Nations Wellbeing Coordinator
	Seek opportunities to listen to First Nations community members about the Uluru Statement from the Heart and how we can support	October 2024	First Nations Coordinator / RAP Champion



Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retentions, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy. Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy. Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders. Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	 July 2024 August 2024 September 2024 November 2024 October 2024 	RAP Champion / First Nations Coordinator RAP Champion / First Nations Coordinator RAP Champion / First Nations Coordinator HR Coordinator RAP Champion / HR Coordinator
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	 Develop and implement an Aboriginal and Torres Strait Islander procurement strategy. Investigate Supply Nation membership. Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff. Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses. 	 November 2024 November 2024 December 2024 January 2025 February 2025 	First Nations Coordinator / Finance Manager First Nations Wellbeing Coordinator RAP Champion / First Nations Coordinator First Nations Coordinator / Finance Manager First Nations Coordinator / M&C Manager



Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working group (RWG) to drive governance of	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	January 2024 and 2025	First Nations Coordinator / RAP Champion
the RAP.	Establish and apply a Terms of Reference for the RWG.	• June 2024	First Nations Coordinator / RAP Champion
	Meet at least four times per year to drive and monitor RAP implementation.	June 2024, September 2024, January 2025, June 2025, September 2025, January 2026 and June 2026	First Nations Coordinator / RAP Champion
12. Provide appropriate support	Define resource needs for RAP implementation.	• June 2024	First Nations Coordinator /RAP Champion
for effective implementation of RAP commitments.	Engage our senior leaders and other staff in the delivery of RAP commitments.	• June 2024	First Nations Coordinator /RAP Champion
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	• June 2024	First Nations Coordinator /RAP Champion
	Maintain an internal RAP Champion from senior management.	• June 2024	First Nations Coordinator
13. 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.	June annually	First Nations Coordinator
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	• 1 August annually	First Nations Coordinator
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	First Nations Coordinator
	Report RAP progress to all staff and senior leaders quarterly.	June 2024. Sept 2024, Dec 2024, March 2025, June 2025, Sept 2025, Dec 2025, March 2026 etc	First Nations Coordinator / RAP Champion
	Publicly report our RAP achievements, challenges and learnings, annually.	• January 2025 and 2026	First Nations Coordinator / RAP Champion
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	• May 2024	First Nations Coordinator
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	January 2026	First Nations Coordinator
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's <u>website</u> to begin developing our next RAP.	• July 2025	First Nations Coordinator /RAP Champion



Coast Shelter

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