



INNOVATE RECONCILIATION ACTION PLAN

JUNE 2018 – JUNE 2020



Grant Wanganeen is the artist behind this painting, *Our Land*. He was inspired by the work of contemporary Aboriginal artists and liked how they communicated the strength of Aboriginal cultures. The painting's strong lines symbolise the Narungga culture, and the background colours represent their strong connection and ties to land.



SHELTER SA

OUR VISION FOR RECONCILIATION

Shelter SA's mission is that every South Australian has a safe, affordable and secure place to call home, including people living on low incomes. As Aboriginal peoples face intergenerational trauma as a result of colonisation and dispossession, our organisation is committed to bridging the gap between Aboriginal and non-Aboriginal peoples. Shelter SA is dedicated to both the spirit and the process of reconciliation between Aboriginal peoples and other Australians.

Our vision for reconciliation is a culture that embraces unity between Aboriginal peoples and other Australians. Shelter SA's vision is one that represents equality and equity, historical awareness and acceptance of our shared history. Our organisation would also like to see the removal of negative stereotypes that perpetuate discriminatory attitudes towards Aboriginal peoples. We hope that every South Australian in need, regardless of culture or heritage, has access to a safe and affordable home.

Shelter SA adheres to the following principles:

- » We acknowledge that Aboriginal peoples are the First Australians and original custodians of this land;
- » We acknowledge the loss of lands, children and kin, languages and cultural identity and the continued impact of this on Aboriginal peoples' health and well-being today; and
- » We believe that all Australians must understand and value Aboriginal cultures, rights and experiences.

vision and commitment

For the purposes of this document, use of the term 'Aboriginal' is inclusive of Torres Strait Islander peoples.

OUR BUSINESS

Shelter SA is the peak body for housing in South Australia and is funded through the State Government's Housing Minister's Advisory Fund. Shelter SA has a diverse range of stakeholders including Government and non-government agencies, private industry and interested individuals. Our organisation advocates for improved housing outcomes for people in need, including those who are living on low incomes and who are living with disadvantage. We provide advice, advocacy, policy and research work for government and community services in South Australia. Shelter SA has three staff members in one office location with no Aboriginal peoples currently employed. However, we are looking at creating an Aboriginal Employment Strategy.

The Association is formed with the principal object of working towards benevolent relief of poverty, distress and disadvantage by individuals and families in South Australia by:

- » Promoting and maintaining the right of every person to access affordable, safe and secure long term housing that they identify as appropriate to their needs.
- » Promoting and maintaining the right of every person to housing of a quality which enhances people's health, well-being, dignity and life opportunities.
- » Promoting the benefits of public and community housing in the community and all spheres of government.
- » Publishing, researching, collecting or otherwise disseminating information on matters relating to the provision of housing, particularly for people on low to moderate incomes for public benefit and the relief of housing poverty.
- » Establishing, supporting, resourcing and coordinating non-government organisations and agencies with similar interests and objectives to the Association.
- » Promoting opportunities for members of the community to access housing provision free from discrimination as a result of factors such as age, gender, ethnicity, health status or disability.
- » Promoting and supporting consumer and community participation in decision making in relation to their housing and to promote access to avenues of appeal across all housing tenures.
- » Doing all such other things as may be incidental to the attainment of these Objectives.

Our stakeholders comprise of people, groups or organisations that have a vested interest in Shelter SA's activities and outcomes. These stakeholders include:

- » Shelter SA members, Board members and Aboriginal Cultural Advisory Panel members;
- » People in need who are living on low to moderate incomes and living with disadvantage in all housing tenures;
- » Service providers who support people experiencing homelessness and/or living in unaffordable, inappropriate or inadequate housing;
- » Politicians, public servants and people who develop and implement public policy and programs;
- » The general public; and
- » Organisations that contribute to research and discussion of public policy issues.

Shelter SA aims to:

- » Produce work relating to current and emerging policy and public interest in housing that is relevant, of high quality and credible;
- » Communicate efficiently and effectively with stakeholders;
- » Work in partnership with other non-government sector organisations where appropriate; and
- » Provide relevant opportunities for people in need living on low incomes to participate in Shelter SA's work to achieve better and more responsive housing policy and services.

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Shelter SA's RAP is a public statement and commitment to working towards housing and homelessness policy and service provision that improves access to housing and the reduction of homelessness for Aboriginal peoples.



SHELTER SA ABORIGINAL CULTURAL ADVISORY PANEL

Aboriginal peoples face unique challenges when it comes to housing. The mainstreaming of public housing policy and service provision, including tenancy management, is typically at odds with Aboriginal peoples' cultures. Supporting a forum where Aboriginal peoples can network, share information and problem-solve is inherently valuable to our organisation.

Shelter SA has facilitated an Aboriginal network since 2008, comprising of 1200+ contacts whom Shelter SA communicates with regularly about housing and homelessness issues. In 2016, Shelter SA established an Aboriginal Cultural Advisory Panel made up of a smaller number of people from the network, who meet up to three times per year to discuss issues of importance to members and provide advice to Shelter SA about advocacy, policy, research and education relating to Aboriginal housing and homelessness.

- » The Aboriginal Cultural Advisory Panel is beneficial to Shelter SA as it assists in identifying areas for advocacy, research and education specific to Aboriginal peoples, communities and organisations. By listening first-hand to the concerns of Aboriginal peoples from a housing and homelessness perspective, Shelter SA can shape future advocacy work around the needs and challenges of varied cultural groups.

In regard to the Aboriginal Cultural Advisory Panel, Shelter SA aims to:

- » Develop a culture of ethical, appropriate and regular member consultation, and garner respect from the community for inclusionary processes and practices;
- » Create and maintain a strong network of Aboriginal peoples to ensure the credibility of the organisation;
- » Advocate for housing issues on behalf of Aboriginal peoples in need; and
- » Enable public endorsement of any Shelter SA publications that relate to Aboriginal peoples.

OUR RECONCILIATION ACTION PLAN (RAP)

Shelter SA was the first peak body in South Australia to develop a RAP and we wish to continue our commitment to Reconciliation Australia. The Shelter SA RAP has been developed in the spirit of reconciliation and engagement, in collaboration with the Board, the Aboriginal Cultural Advisory Panel, all staff and other stakeholders. Executive Director Dr Alice Clark wrote the following letter to commend the RAP to our Board, staff and members:

“ Shelter SA wishes to acknowledge the Kaurna people as the Traditional Owners and Custodians of the land that we live and work on in South Australia and their deep feelings of attachment and relationship to country. We pay our respects to Elders both past and present. Shelter SA formalises its commitment to reconciliation through our RAP 2018-2020.

Shelter SA's RAP is a public statement and commitment to working towards housing and homelessness policy and service provision that improves access to housing and the reduction of homelessness for Aboriginal peoples. Shelter SA aims to maintain our relationships with Aboriginal peoples and strives to continue to engage Aboriginal individuals and organisations in what we do. We also aim to raise awareness amongst our membership and Government about Aboriginal issues and community-led solutions.

I commend the RAP to our Board, staff and members and ask that they support the actions contained within it, and I look forward to reporting to all of our stakeholders and the public on progress in 2018-2020. ”

Regards,

Dr. Alice Clark
Executive Director
Shelter SA

“ The network is comprised of a very large group of contacts (1200+) whom Shelter SA communicates with regularly about housing and homelessness issues.



RAP WORKING GROUP

The RAP working group consists of the following:

- » Shelter SA Executive Director
- » Stakeholder Engagement Officer
- » Projects and Events Officer
- » Aboriginal Cultural Advisory Panel

The RAP will be championed internally by the Stakeholder Engagement Officer.

ADDITIONAL INFORMATION

Since the development of our first RAP we have increased our focus on Aboriginal peoples amongst board members and staff. Shelter SA embarked on our journey of reconciliation in 2013. Since then we have made an effort where possible to promote Reconciliation Australia and the importance of implementing a RAP in the community service sector.

The progress that we have made on our journey includes but is not limited to:

- » Greater involvement in National Reconciliation Week;
- » Increased connections with the Aboriginal community;
- » Regular posts relevant to Aboriginal peoples on Shelter SA's social media;
- » Hosting a radio show with attention to Aboriginal issues around housing;
- » Fostering strong relationships with Aboriginal contacts when a Welcome to Country acknowledgement is needed;
- » Cultural awareness training for all Shelter SA staff; and
- » Aboriginal artwork, which is included in all Homeless Connect Expo advertising.

“Shelter SA aims to maintain our relationships with Aboriginal peoples and strives to continue to engage Aboriginal individuals and organisations in what we do.





RELATIONSHIPS

Respectful relationships between Aboriginal stakeholders, including community members, government and non-government employees, are essential to understand and advocate for housing, policy and services to benefit Aboriginal peoples.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Working Group actively monitors RAP development and implementation of actions, tracking progress and reporting	<ul style="list-style-type: none"> » Working group oversees the development, endorsement and launch of the RAP » Ensure Aboriginal peoples are represented in the Working Group » Meet at least twice per year to monitor and report on RAP implementation » Establish Terms of Reference for the Working Group » Receive guidance from the Aboriginal Cultural Advisory Panel in the implementation of the RAP 	November 2018, 2019 & June 2020	Executive Director Stakeholder Engagement Officer
2. Celebrate and participate in National Reconciliation Week by providing opportunities to build and maintain relationships between Aboriginal peoples and other Australians	<ul style="list-style-type: none"> » Organise at least one internal event for National Reconciliation Week annually » Register all National Reconciliation Week events via Reconciliation Australia's website » Support an external National Reconciliation Week event » Ensure our Working Group is invited to participate in an external event to recognise and celebrate National Reconciliation Week » Extend an invitation to Aboriginal peoples on the Aboriginal Cultural Advisory Panel to share their reconciliation experiences or stories » Encourage staff to participate in external events to celebrate National Reconciliation Week » Download Reconciliation Australia's National Reconciliation Week resources and circulate to staff 	June 2018, 2019 & 2020	Board Chair Executive Director Stakeholder Engagement Officer
3. Develop and maintain mutually beneficial relationships with Aboriginal peoples, communities and organisations to support positive outcomes	<ul style="list-style-type: none"> » Develop and implement an engagement plan to work with our Aboriginal stakeholders » Meet with local Aboriginal organisations to develop guiding principles for future engagement » Engage with the Aboriginal Cultural Advisory Panel 	November 2018, 2019 & June 2020	Executive Director Stakeholder Engagement Officer
4. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector	<ul style="list-style-type: none"> » Develop and implement a strategy to communicate our RAP to all internal and external stakeholders » Promote reconciliation through ongoing active engagement with all stakeholders » Raise awareness of Reconciliation Australia and the RAP process to encourage housing and community sector organisations to develop their own RAP 	January 2019	Executive Director Project & Events Officer Stakeholder Engagement Officer



RESPECT

Demonstrating respect for Aboriginal peoples is important to Shelter SA because of their status as Australia's First Peoples and our commitment to upholding human rights. We recognise the Traditional Owners of the land we live and work on out of respect and understand the effects of colonisation on culture, language, family and social and economic well-being.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal cultures, histories and achievements	<ul style="list-style-type: none"> » Develop and implement an Aboriginal cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion) » Investigate opportunities to work with local Traditional Owners and/or Aboriginal consultants to develop cultural awareness training » Provide opportunities for Working Group members, Board members and staff to participate in cultural training » Promote the Reconciliation Australia's Share Our Pride online tool to all staff » Investigate local cultural experiences and immersion opportunities 	December 2018, 2019 & June 2020	Board Chair Executive Director Stakeholder Engagement Officer
2. Engage employees in understanding the significance of Aboriginal protocols, such as Welcome to Country and Acknowledgement of Country, to ensure there is a shared meaning	<ul style="list-style-type: none"> » Develop, implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country » Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships » Invite a Traditional Owner to provide a Welcome to Country at significant events, including the Homeless Expo » Include an Acknowledgement of Country at the commencement of all important internal and external meetings » Encourage staff to include an Acknowledgement of Country at the commencement of all meetings » Investigate potential for an Acknowledgement of Country plaque in our office 	July 2018	Executive Director Stakeholder Engagement Officer
3. Provide opportunities for staff to engage with Aboriginal culture and communities by celebrating NAIDOC Week	<ul style="list-style-type: none"> » Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week » If we achieve an Aboriginal staff member/s we will provide opportunities for them to participate in their cultures and communities during NAIDOC Week » Provide opportunities for all staff to participate in NAIDOC Week activities 	July 2018, 2019 & June 2020	Executive Director Projects & Events Officer Stakeholder Engagement Officer
4. Engage with Aboriginal issues and disseminate relevant information with stakeholders and social media followers	<ul style="list-style-type: none"> » Make no less than four Facebook posts educating followers on housing/social issues faced by Aboriginal peoples » Release at least one media release on housing/social issues faced by Aboriginal peoples 	December 2018, 2019 & June 2020	Executive Director Stakeholder Engagement Officer



OPPORTUNITIES

Shelter SA continues to advocate for improved housing conditions for all vulnerable members of society in need, including Aboriginal peoples. Shelter SA is committed to increasing the opportunities for Aboriginal employment within our small organisation, through creating and implementing culturally appropriate recruitment processes, to assist us to continue to engage with the community and participate in cultural safety training.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Investigate opportunities to improve and increase future Aboriginal employment outcomes within our workplace	<ul style="list-style-type: none">» Discuss the employment and professional development of Aboriginal peoples with our Aboriginal Cultural Advisory Panel» Develop and implement an Aboriginal Employment and Retention strategy when we have at least one Aboriginal employee» Advertise all vacancies in Aboriginal employment vacancy websites» Review HR and recruitment procedures and policies to ensure there are no barriers to future Aboriginal employees and applicants participating in our workplace» Include in all job advertisements, "Aboriginal and Torres Strait Islander people are encouraged to apply"» Investigate the potential for Aboriginal internship students	September 2018, 2019 & June 2020	Executive Director
2. Investigate opportunities to incorporate Aboriginal supplier diversity within our organisation	<ul style="list-style-type: none">» Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal businesses» Develop and communicate to staff a list of Aboriginal businesses that can be used to procure goods and services» Develop at least one commercial relationship with an Aboriginal owned business» Investigate Supply Nation membership	August 2018	Executive Director Projects and Events Officer Stakeholder Engagement Officer



GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Report RAP achievements, challenges and learnings to Reconciliation Australia	<ul style="list-style-type: none">» Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually» Investigate participating in the RAP Barometer	September 2018, 2019 June 2020	Stakeholder Engagement Officer
2. Report RAP achievements, challenges and learnings internally and externally	<ul style="list-style-type: none">» Publicly report our RAP achievements, challenges and learnings through our website and e-bulletin	June 2019 & 2020	Executive Director Stakeholder Engagement Officer
3. Review, refresh and update RAP	<ul style="list-style-type: none">» Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements» Send draft RAP to Reconciliation Australia for review and feedback» Submit draft RAP to Reconciliation Australia for formal endorsement	March 2020	Stakeholder Engagement Officer

CONTACT DETAILS

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