

# Reconciliation Action Plan

UnitingCare ReGen  
Innovate Reconciliation  
Action Plan  
April 2017 - April 2019



## FRONT COVER ARTWORK

Artist: Robert Young

Title: Gwannamurrung Walumarra Nungurra

About The Artist: Page 22-23

Full Image: Page 24-25



# Our Reflection

For ReGen, reconciliation is about acknowledging that the experiences of Aboriginal and Torres Strait Islander peoples within our services have not always been positive. For us, reconciliation is about acknowledging this history and moving forward to close the gap of disadvantage faced by Aboriginal and Torres Strait Islander peoples. This will be achieved by creating genuine relationships with Aboriginal and Torres Strait Islander communities. Our plan for reconciliation will be created with the vision of building hope and respect for Aboriginal and Torres Strait Islander peoples and communities in a culturally sensitive way, which recognises and promotes their values. We will move towards reconciliation through a Reconciliation Action Plan (RAP) that builds our cultural competency, relationships, practice and knowledge when working with Aboriginal and Torres Strait Islander peoples, families and communities.

ReGen (formerly Moreland Hall) is an agency of the Uniting Church in Australia and is part of the UnitingCare network. ReGen began providing services in 1970 as the Moreland Hall Alcoholism Treatment Centre. In 1971 the Moreland Hall Charter was revised to incorporate other drug dependencies. Since that time ReGen has grown to become one of the primary alcohol and other drug treatment and education providers in Victoria and a lead provider of services in the Northern Metropolitan area of Melbourne.

The Northern Metropolitan area (including local government areas such as Darebin and Whittlesea) has some of the largest and fastest growing populations of Aboriginal people in Melbourne and is home to several important community controlled Aboriginal organisations. We know that the number of Aboriginal and Torres Strait Islander peoples accessing ReGen's services is growing, which reflects the work we have undertaken over the last few years to build relationships with Aboriginal services and communities, but we also know we need to do more to provide a culturally safe and appropriate service for this group. ReGen acknowledges that alcohol and other drug use has had significant impacts on Aboriginal and Torres Strait Islander peoples and that engagement with mainstream alcohol and other drug treatment has not always been a positive experience for them.

ReGen understands that reconciliation is about acknowledging the history of Aboriginal and Torres Strait Islander peoples and moving to close the gap of disadvantage that they face through genuine relationships and consultation.

ReGen will work towards reconciliation through a Reconciliation Action Plan which builds on our cultural competency, relationships, knowledge and practice when working with Aboriginal and Torres Strait Islander peoples and communities.



Cara Saunders at a RAP Working Group meeting



# Our Business

ReGen's purpose is to reduce alcohol and other drug (AOD) related harm, and promote health and wellbeing. This important aspiration includes ReGen contributing to closing the health gap between Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples in our community.

We've been doing this since 1970: working together with individuals, families and communities to reduce harm, support change and develop a stronger, more effective AOD treatment system.

ReGen employs 170 staff, making up 112 effective full time positions. While ReGen does not currently document the cultural background of its staff, we will collect this data as part of our Innovate RAP commitments. There is currently one specific Aboriginal and Torres Strait Islander position at ReGen.

Our head office is in Coburg, but we deliver our treatment services at a range of locations around Melbourne, in partnership with local health, family and other service providers. Our education and workforce development programs are delivered around Victoria and nationally.

We provide a range of services, including:

- Catchment based intake and assessment;
- Residential and non-residential withdrawal (adult and youth);
- Care and recovery co-ordination;
- Individual and family counselling (adult and youth);
- Group education and support programs;
- Non-residential rehabilitation; &
- Workforce and professional development for consumers, AOD and other sector workers.

We have an organisational focus on Consumer Participation in the planning, delivery and review of our services, and advocate for evidence based change to treatment models, AOD policy and community attitudes. Our Consumer Consultant group currently includes one Aboriginal person and we hope to recruit more.

We strive to ensure that everything we do is consistent with our values:

- **Hope** - Affirming the possibility of change for everyone
- **Social Justice** - Standing up for the rights of all people to be treated equitably and with dignity
- **Empowerment** - Building on people's strengths, so that they can speak and act for themselves
- **Integrity** - Upholding honesty, openness and responsibility in all our actions
- **Respect** - Accepting all people as they are and acting with compassion, empathy and fairness

These values provide the foundation for our work towards reconciliation, in keeping with our Strategic directions:

## PERSON CENTRED

- Demonstrate that people are at the centre of all we do
- Deliver quality outcomes
- Provide accessible and flexible treatment and education services
- Work to reduce stigma and discrimination
- Recognise and respond to diversity

ReGen has developed a strong partnership with the Victorian Aboriginal Health Service (VAHS) to increase access and cultural safety for Aboriginal and Torres Strait Islander peoples to our services.

## BE INNOVATIVE

- Utilise experience, evidence and knowledge to inform practice
- Develop new service models
- Respond early and flexibly to new challenges

We have contributed to the delivery of an innovative project in Darebin and Whittlesea local government areas, working with Aboriginal and Torres Strait Islander peoples who are experiencing mental health problems and homelessness. The program, Wadamba Wilam, was recognised by the Council for Homeless Persons (CHP) in 2015 with the awarding of the "Excellence in ending homelessness – Adults".

## DEMONSTRATE LEADERSHIP

- Provide services that are highly regarded by people with AOD issues, their families and other stakeholders
- Be the preferred resource for government, media and other providers
- Influence the broader health and community sector in AOD matters
- Deliver evidence based, integrated and coordinated services
- Strengthen workforces of AOD and other sectors

ReGen has contributed to the implementation of the Aboriginal Ice Pilot program in North and West Melbourne. The program aims to develop innovative models to work with Aboriginal and Torres Strait Islander peoples affected by methamphetamine use and their families. Cultural safety training is an integral part of workforce development for all of our staff.

## STRENGTHEN COLLABORATION

- Work with people with AOD issues, families and communities, to ensure they have a greater voice in our services and advocacy
- Engage with the community to identify and respond to community needs
- Partner with the wider community sector to improve client outcomes
- Seek and expand collaborative ventures

ReGen is a member of the Koolin Balit Wellbeing Partnership, which supports member agencies with resources such as the Koolin Balit toolkit, training and networking opportunities to increase cultural competency, develop Reconciliation Action Plans and Aboriginal and Torres Strait Islander peoples employment strategies.

## BUILD CAPACITY

- Be the service provider of choice
- Be an employer of choice
- Grow our services
- Ensure our sustainability

To assist us to respond better to the needs of Aboriginal and Torres Strait Islander peoples accessing our services and to develop relationships with local Aboriginal communities, ReGen has employed a Senior Aboriginal Advisor. We have initiated discussions with Kangan Batman TAFE to jointly develop a student placement program in 2017 and hope to develop an Aboriginal Employment Strategy by 2018.











# Message

## From CEO

UnitingCare ReGen (and formerly Moreland Hall) has a long history of providing services for Aboriginal and Torres Strait Islander peoples and working collaboratively with a range of Aboriginal and Torres Strait Islander health and welfare services. While we have done some good work over many years, we have been very conscious that we lacked an overall framework for planning, implementing and evaluating the work we do. This was one of the motivations for embarking on the development of a Reconciliation Action Plan as a way of laying a foundation for the practical actions we want to take now and commit to taking with us into the new Uniting organisation.

A more important motivation for ReGen was to acknowledge the importance of reconciliation and build respectful, culturally safe and collaborative relationships with Aboriginal and Torres Strait Islander communities. For ReGen this means providing better opportunities for people to access our services and ensure that they are culturally safe; facilitating meaningful consumer input into all aspects of service provision; and providing education and employment opportunities for Aboriginal and Torres Strait Islander peoples.

It was very encouraging that the Reconciliation Action Plan Working Group was considered by staff from across the organisation to be a group that they were very keen to be part of. The work of the group was ably guided by Ron Briggs, Senior Aboriginal Cultural Advisor, Cara Saunders, Aboriginal staff member at Odyssey/ReGen and with Aboriginal Consumer Consultant input from Colin Buckman. It was obvious that the group participation process and the associated cultural learnings were as important, or more so, than the documentation of the systematic, targeted approach to our future endeavours. I congratulate all who were involved in this important process.

**Laurence Alvis, Chief Executive Officer**





Aunty Liz Phillips at a RAP Advisory Group meeting



# Our Partnerships

ReGen has strategically partnered with other services to enhance our understanding of cultural safety, improve access to our services for Aboriginal and Torres Strait Islander peoples and develop relationships with Aboriginal and Torres Strait Islander communities.

These partnerships include:

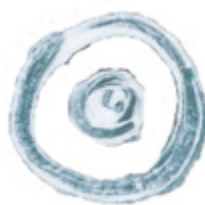
**Victorian Aboriginal Health Service (VAHS) – Koori Alcohol and Drug Diversion Worker employed by VAHS and outreach to ReGen’s adult withdrawal service** to increase access for Aboriginal and Torres Strait Islander peoples to withdrawal services at ReGen.

**Victorian Aboriginal Health Service (VAHS), NEAMI, North West Area Mental Health Service (NWAMHS) and ReGen** for the provision of a Breaking the Cycle service (Wadamba Wilam) addressing homelessness amongst Aboriginal people with enduring mental illness.

**Victorian Aboriginal Health Service (VAHS), Odyssey House Victoria and ReGen** for the Aboriginal Ice pilot project in the North West Region. This pilot program provides treatment and support to Aboriginal people experiencing problems associated with their use of methamphetamines and other drugs and for families of people with alcohol and other drug problems.

**ReGen, Odyssey House Victoria and Children’s Protection Society (CPS)** have partnered to jointly employ a Senior Aboriginal Advisor to assist the three agencies to respond better to the needs of Aboriginal and Torres Strait Islander peoples accessing their services and develop relationships with their local Aboriginal communities.

**ReGen is a member of the Koolin Balit Wellbeing Partnership convened by the Inner North West Primary Care Partnership**, which supports member agencies with resources such as the Koolin Balit toolkit, training and networking opportunities to increase cultural competency, develop Reconciliation Action Plans and Aboriginal and Torres Strait Islander peoples employment strategies.









# Our RAP

ReGen understands that reconciliation is about acknowledging the history of Aboriginal and Torres Strait Islander peoples and moving to close the gap of disadvantage that they face through genuine relationships and consultation.

While we have done some good work over many years and built some strong relationships with Aboriginal controlled organisations and communities, we have been very conscious that we lacked an overall framework for planning, implementing and evaluating the work we do. This was one of the motivations for embarking on the development of a Reconciliation Action Plan as a way of laying a foundation for the practical actions we want to take. The employment of Ron Briggs, Senior Aboriginal Advisor allowed us to begin the process with his guidance.

Ron Briggs has been an important champion and guide throughout the RAP development. The Board and CEO made the development of a RAP a key performance indicator for 2016/17, which placed it firmly on the work plans of senior staff.

When membership of the working group was called for there was an enthusiastic response from staff at all levels and there has been great commitment from members of this working group in the RAP development.

The RAP Working Group (membership list on page 8-10) consisted of ReGen management and staff from all levels, one Aboriginal Consumer Consultant, one Aboriginal staff member and ReGen's Senior Aboriginal Advisor.

The Advisory Group consisted of the Working Group as well as four community Elders and met several times over the course of the development of the RAP.

Development of our RAP:

- In 2015, Senior managers advocated to the Board regarding the importance of developing a RAP
- In 2016 a call was put out for interested staff to form a Working Group
- The Aboriginal Consumer Consultant was brought on board to provide a consumer perspective
- Elders attended at key stages to provide feedback on progress and to reflect community expectations and ensure these are included in the RAP
- Feedback was sought from Reconciliation Australia and incorporated into the final draft.



Ronald Briggs at a RAP Working Group meeting

# Our RAP Working Group

*Our Reconciliation Action Plan Working Group consists of staff from ReGen at all levels (management, clinical and admin) and includes our Senior Aboriginal Advisor another Aboriginal staff member and an Aboriginal Consumer Consultant). The Working Group met to produce a rough draft of the RAP to provide to the Advisory Group for feedback and endorsement.*

ReGen has done a lot of things, such as prioritise assessments and withdrawal beds for Aboriginal and Torres Strait Islander peoples and partnering with Neami, the Victorian Aboriginal Health Service (VAHS) and North Western Area Mental Health Service for Wadamba Wilam over the past few years to improve access for Aboriginal and Torres Strait Islander peoples to our services.

Working Group members have a shared commitment to supporting reconciliation at ReGen:

I am interested in the Reconciliation Action Plan as a way to ensure all our services are culturally safe and accessible and that we have an articulated plan so that ReGen takes positive steps towards bridging the health gap for Aboriginal and Torres Strait Islander peoples.



**Donna Ribton-Turner**  
Director Clinical Services

We've done some good collaborative work with Aboriginal organisations over the years but there is still much to do. I think the Reconciliation Action Plan provides a framework for consolidating and extending our collaborative work – it's very important for ReGen and a privilege for me to be part of it.



**Trevor King**  
Director of Programs

As an Australian, supporting reconciliation is my responsibility. Helping to develop ReGen's Reconciliation Action Plan has been a great opportunity to identify what we're currently doing well as an agency, and what we can still do to build stronger relationships, respect and trust between our services and Aboriginal and Torres Strait Islander peoples.



**Paul Aiken**  
Evaluation & Advocacy Team Leader





I joined the Reconciliation Action Plan Working Group because I want our service to be as accessible as possible for Aboriginal and Torres Strait Islander peoples and I know that it's not enough to just want this, we have to set some goals and work with the local community to make it happen. Undertaking a Reconciliation Action Plan seems like a great opportunity to consciously develop a plan and forge new relationships in the process.



**Venetia Brissenden**  
**Catchment Manager**  
**Inner North Melbourne**

I joined the group as I strongly believe in the reconciliation process as the best way to heal the existing wounds between Aboriginal and Torres Strait Islander nations and mainstream Australia.



**Mario Canas**  
**Team Leader Youth Residential Withdrawal**

I joined the Reconciliation Action Plan Working Group because I believe it is a major step in strengthening relationships and creating pathways for Aboriginal and Torres Strait Islander peoples around health and wellbeing.



**Ronald Briggs**  
**Senior Aboriginal Advisor**

I have a responsibility to current and future generations to actively support, participate and encourage reconciliation and equity through shared learning, knowledge and opportunities.



**Cara Saunders**  
**Care and Recovery Clinician**

I am the Consumer Participation Facilitator at UnitingCare ReGen and Odyssey House Victoria. I have been in this role since April 2013. I was fortunate enough to be invited on to the RAP committee by Donna Ribton-Turner to assist with consumer participation in the development of the Reconciliation Action Plan.



**Regina Brindle**  
**Consumer Participation Facilitator**

I joined the Reconciliation Action Plan working group to help in making ReGen services a safer place for Aboriginal and Torres Strait Islander people to get drug and alcohol support.



**Colin Buckman**  
**Consumer Consultant**

I joined the Reconciliation Action Plan Working Group as I am committed to leading a more culturally safe and tolerant workplace and ensure that we provide better health outcomes at ReGen for Aboriginal and Torres Strait Islander peoples.



**Linda Coventry-Poole**  
**Clinical Nurse Consultant, Intake & Assessment**

I joined the Reconciliation Action Plan Working Group to assist in the development of a framework at ReGen that provides a culturally safe and supportive environment for Aboriginal and Torres Strait Islander peoples to access alcohol and other drug support. The Reconciliation Action Plan ensures our commitment to this.



**Keryn Ralph**  
AOD Clinician, Wadamba Wilam

I joined the Reconciliation Action Plan Working Group because I value reconciliation and I saw it as an opportunity to actively work towards this to achieve a fairer, respectful and welcoming organisation for the Aboriginal and Torres Strait Islander community.



**Tessa Alley**  
Senior AOD Counsellor, Catalyst Programs

I am a Project Worker at ReGen and I joined the Reconciliation Action Plan Working Group because I am passionate about equality and human rights, and feel that all people deserve fair treatment. I wanted to help ReGen ensure that our practice seeks to appropriately serve all clients of all different backgrounds.



**Jen Guha**  
Project & Administration Officer

I am the Administration Office for the Catalyst Programs and joined the Reconciliation Action Plan Working Group because I am a strong supporter of social justice and felt I could contribute to the process of creating a ReGen Reconciliation Action Plan by providing administrative support.

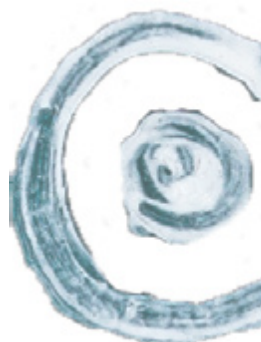
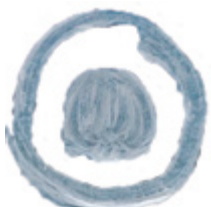


**Loren Murphy**  
Administration Officer, Catalyst Programs

I am the Graphic Designer at ReGen and I am very passionate about visual storytelling. I am a part of the Reconciliation Action Plan Working Group because I want to make a difference through creating an engaging and high quality graphically designed RAP. I am also very passionate about equality and human rights, and feel that everyone deserves to be treated fairly, equally and with respect regardless of their race, gender and socio-economic status. I wanted to design a RAP to represent that.



**Aviva Minc**  
Graphic Designer







RAP Working Group members Ronald Briggs and Colin Buckman

*Our Reconciliation Action Plan Advisory Group consists of all the members of the Reconciliation Action Plan Working Group as well as Elders.*

**Sue Atkinson (Lopez)** is a Yorta Yorta woman who has been working in the early childhood field across the preschool, TAFE and the Higher Education sectors with Indigenous and non-Indigenous students and practitioners for 40 years. During this time she has been very fortunate to teach and learn on the lands of the Wurundjeri and Bunurong people in Melbourne.

In 2008 with wonderful support from her local Aboriginal community Sue completed her PhD thesis ' Indigenous self-determination and early childhood education and care in Victoria'. Sue is currently an Honorary Research Fellow at the University of Melbourne's Graduate School of Education and contributes to the research and teaching community by writing around Indigenous early childhood issues.

Sue is also active at a grass roots level as a volunteer in her local community of Moreland where she sits on several City Council committees including the Reconciliation, Human Rights and Family and Children's' Services Advisory committees.

Aunty **Georgina Williams** is a Gunditjamara Elder who was born in Fitzroy and has been actively involved in the development of just about every Fitzroy Aboriginal community organisation and worked on all the committees. She also sits on the Elders council at Deakin University and is currently the Volunteer Chairperson of the Waroona Trust Inc (Waroona Aboriginal Cemetery).

**Liz Phillips** is the Koorie Community Engagement Officer at Merri Health in Coburg, and has worked in the Population Health team since March 2010. She obtained a Certificate IV in Population Health from the Victorian Aboriginal Community Controlled Organization in 2015. Liz was born in Oodnadatta, and is a descendant of the Western Desert people of the far northwest South Australia.









Our RAP Advisory Group, including Elders Aunty Georgina Williams,  
Aunty Liz Phillips and Aunty Sue Atkinson (Lopez)





# Our Artwork

## UNITINGCARE REGEN COMMISSION PIECE

**Artist:** Robert Young

**Title:** Gwannamurrung Walumarra Nungurra

**Medium:** Acrylic on canvas (Framed)

This painting represents life, regeneration, healing, while the markings on the wings and tail represent protection, community, family and wisdom.

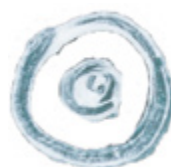
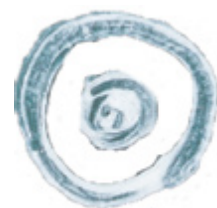
The body is central to UnitingCare ReGen and shows the map of all the locations that ReGen is located throughout Victoria in the form of Bora grounds. Bora grounds are very significant places where many ceremonies are held and special business is undertaken. Discussions around the protocols and future relationships within families are spoken about to ensure everyone understands their roles and responsibilities to one another.

You see Gwannamurrung is standing on a piece of Red River Gum, which is there to signify the journey everyone is on. The flame represents the bushfires and the importance of cleansing and regeneration. The Eucalyptus leaf represents the healing and medicinal uses of the Gum and how they all need each other to survive.

When Gwannamurrung gets to a certain age and all its feathers get old and tethered it goes to the top of a mountain or waterfall. It sharpens its beak and starts to pull out all of its feathers. Once they are all gone it pulls out its claws and knocks off its beak.

Gwannamurrung will just sit there and wait for all its feathers, claws and beak to grow back anew, representing the pain that some go through and just how resilient our people and UnitingCare ReGen services are, **which is the story of ReGen.**

- **Gwannamurrung:** Eagle
- **Walumarra:** Protection
- **Nungurra:** Peaceful Place



## ABOUT THE ARTIST

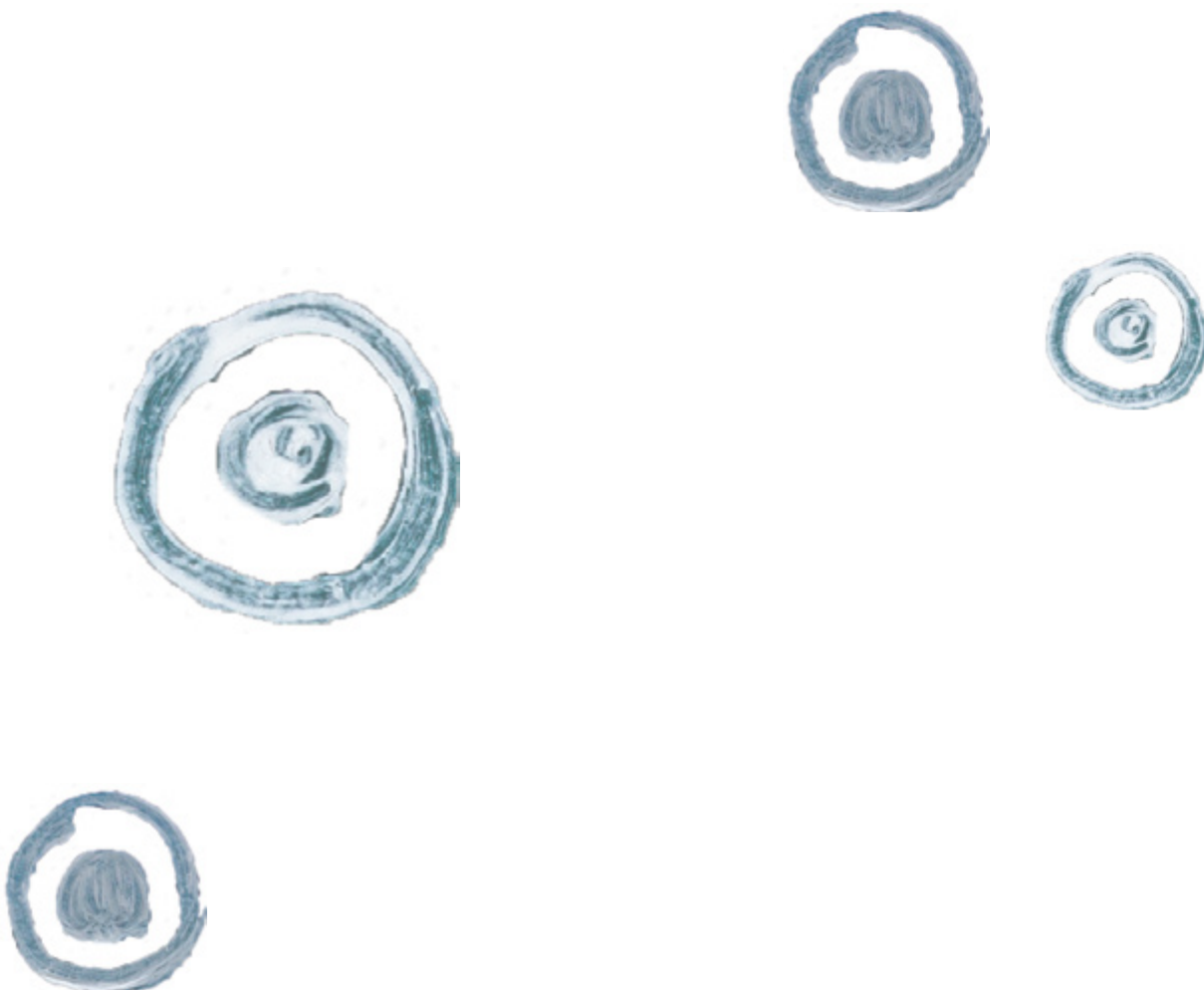
Robert Young is a Gunnai and Waradgerie man.

From the age of four Robert would attend cultural awareness sessions and perform corroborees with his Dad for school children at camps. Together with his parents and older sister he would go and sell boomerangs with their Pop Kevin Williams.

During his teenage years he would serve in the family art gallery in Semaphore South Australia, educating customers about Waradgerie markings and selling his Uncle Kevin's artwork. He would also set up our art stalls for the international cruise ships and had the ability to engage tourists of all ages from all parts of the world and explain about the markings on the boomerangs and art.

Sometimes you forget where your gifts come from but when Robert looks back and hears the stories from both his parents there's no doubt that he comes from a long line of talented and creative artists, artefact makers, musicians and performers.

Four years ago he decided to pick up the paintbrush as part of his work as an Indigenous programs coordinator in Melbourne. As a support worker, mentor and role model to the students Robert realised there was much more to his ability than he first thought. After years of sharing stories in words, he has only recently uncovered his ability to share his stories through paint on canvas.













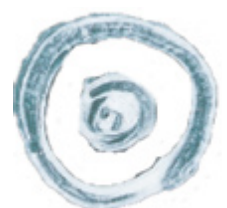
# Timeline

ReGen's Path to Reconciliation Timeline from creation to the present and into the future.

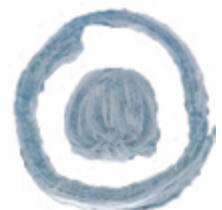
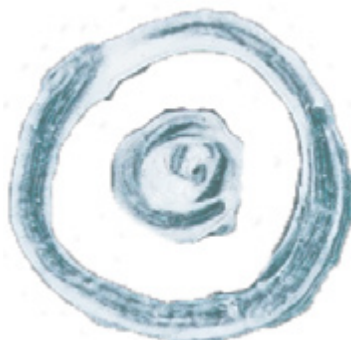
**Creation** – Creator spirit Bunjil forms people, land and all living things.

Estimated span 30,000-45,000 years as the world's oldest living culture. Aboriginal Australia consists of 500-700 Nations, with their own language and cultural traditions.

- 1788** First Fleet of 11 ships arrive in Botany Bay
- 1803** John Grimes lands in Frankston then sails to the Yarra River, followed by the Maribyrnong. Convict camps established in Sorrento.
- 1800-1837** European pressure for land, families pushed off their land, claiming squatters' rights.
- 1835** John Batman and John Fawkner illegally claim large tracts of grazing land.
- 1847** Influenza epidemic wipes out Ngarata Billbellary and many families.
- 1857** First Australian drug law, imposing import duty on opium.
- 1859** Original Moreland Hall constructed, a bluestone building, used as a private home.
- 1858-1859** Six Aboriginal Reserves established during the 1860's, under the Board for the Protection of Aborigines.
- 1863** Establishment of Coranderrk Station Mission, which goes on to be the most thriving self-sufficient mission in Victoria.
- 1901** Australia becomes a Federation. Constitution established.
- 1903** William Barak, ngurungaeta of Wurundjeri Wilam clan, leader at Coranderrk, and social justice advocate/ reconciliation diplomat dies.
- 1922** Moreland Hall building and land purchased by Central Methodist Mission.
- 1924** Forced closing of Coranderrk State Mission and removal of people from the site by government.
- 1926** Cannabis importation and use prohibited in Australia under the 1925 Geneva Convention on Opium and other Drugs.
- 1932-1935** Moreland Hall leased as a private nursing home.



1934	Australian Aborigines League established, renamed Aboriginal Advancement League in 1957.
1936-1946	Moreland Hall becomes a Reformatory home for wayward girls with an onsite commercial laundry.
1942	Alcoholics Anonymous established in Australia, beginning in Sydney by Dr Sylvester of Rydalmere Hospital.
1947-1969	Moreland Hall opens as a Hostel for Rural, Interstate and International Women students.
1953	Heroin no longer legally available in Australia due to prohibition.
1957	Aboriginal Victorians gain the right to drink, buy and sell alcohol after changes to the Licensing Act and the Police Offences Act (Vic).
1967	Australian Referendum, overwhelming yes vote to change the constitution.
1970	Moreland Hall established as an AOD treatment and education division of UnitingCare.
Early 1970s	Methadone program became available in Australia.
Mid 1970s	Ngwala Willumbong established.
1972-1974	Victorian Aboriginal Health Service established.
1973	Victorian Aboriginal Legal Service established.
1984	Victorian Aboriginal Community Services Association Ltd (VACSAL) established.
1985	Federal and State Governments adopt a National Drug Strategy.
1992	Eddie Mabo's Native Title Claim upheld by the High Court.
1993	Moreland Hall commencement of residential withdrawal services at Jessie St site and the commencement of Drug Education services at Pentridge Prison.
1998-1999	National Sorry Day after the Royal Commission into Stolen Generations release of the Bringing Them Home Report. Howard Government expresses sincere regret over policy of removing Aboriginal children from their family but refuses to issue a formal apology.



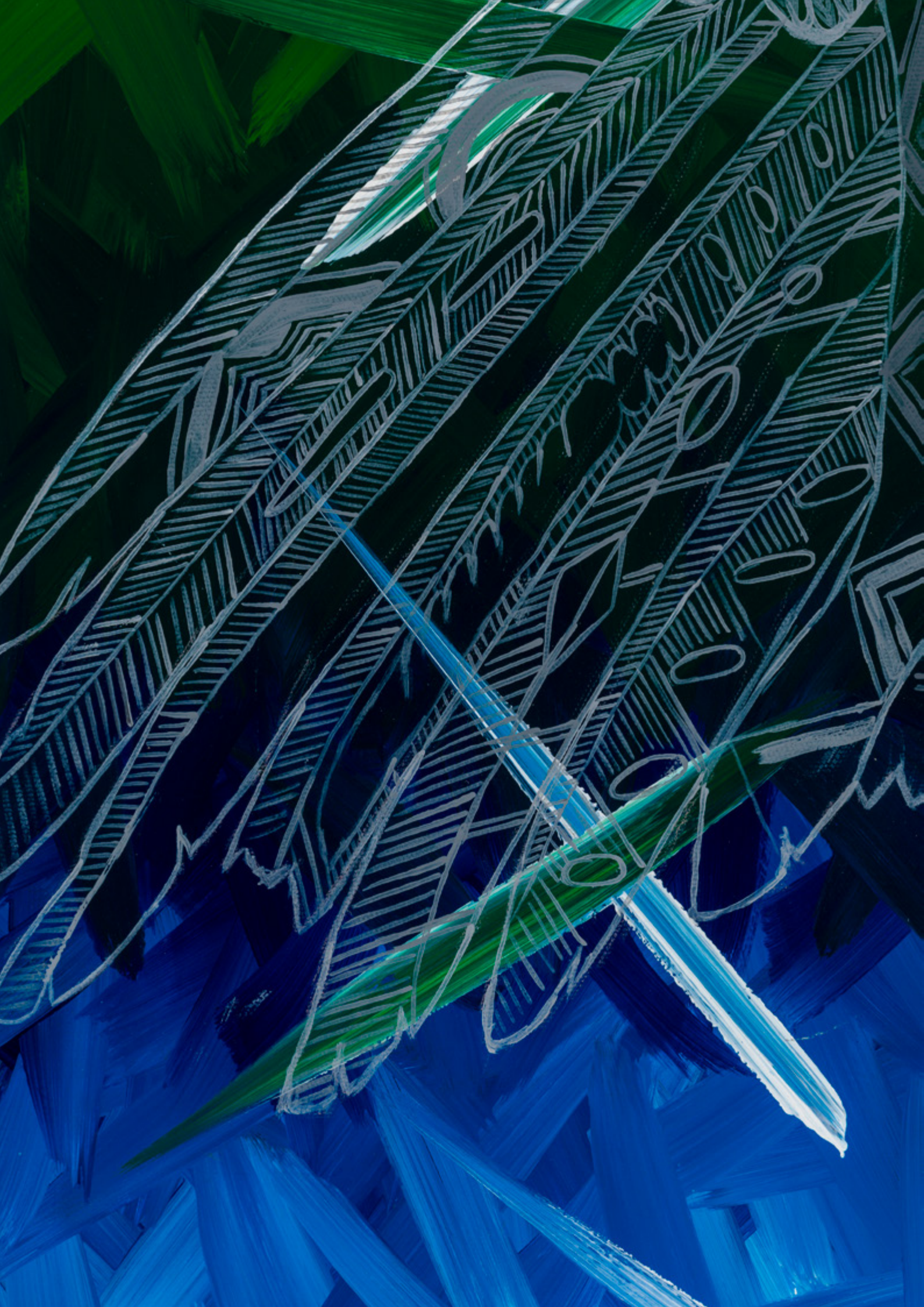


2000	National Illicit Drug Strategy (NIDS) funds a partnership between ReGen and Ngwala Willumbong Aboriginal Cooperative with the aim of increasing access to drug treatment services for Aboriginal Australians. Ngwala Willumbong workers located at Moreland Hall.
2001	Victorian Government allocates \$1m over two years for the development of a Koori Alcohol and Drug Strategy. The Advisory Committee approves a range of projects as the first phase of the strategy, the Koori Alcohol and Drug Plan 2003-2004, including 16 Koori Drug and Alcohol Workers in rural and metropolitan locations.
2002	Aboriginal Family Violence and Prevention Victorian Legal Service ( FVPLS) established.
2004	First Koori Worker at UnitingCare ReGen/Moreland Hall. The employment of a Koori Linkage Worker through the Koori Drug Diversion Initiative to work in partnership with the Broadmeadows Koori Court.
2004-2012	Koori Alcohol and Drug Diversion Worker (KADDW) forensic linkage worker employed. The KADDW role operated within the Forensic Services team at ReGen from 2004 – 2012.
2008	Formal apology from Prime Minister Kevin Rudd to Aboriginal People.
2008	National Indigenous Health Equality Council established with Closing the Gap annual targets.
2010	Victorian Department of Health releases the Koori Alcohol Action Plan 2010 – 2020. The plan addresses four key themes: 1) Strengthening Communities; 2) Responsible Access to Alcohol; 3) Improved information and understanding; 4) Improved responses and services.
2010	Yarnin about Yarndi developed by Uniting Moreland Hall. Developed by Moreland Hall education and training and members of the Koori AOD Workers Network.
2012	Moreland Hall renamed ReGen.
2014	KADDW worker employed at ReGen's Curran Place in partnership with VAHS.
2014	Priority bed allocation and assessment introduced by UnitingCare ReGen. ReGen reserves two priority beds for Koori clients at Curran Place. ReGen also reinstates priority assessments for Aboriginal clients.
2015	Aboriginal Ice Pilot. 18-month pilot program to respond to methamphetamine use in Aboriginal communities, in partnership with the Victorian Aboriginal Health Service (VAHS) and Odyssey House Victoria.
2014	Wadamba Wilam. Wadamba Wilam is a partnership between Neami National, the Victorian Aboriginal Health Service (VAHS), UnitingCare ReGen and the Northern Area Mental Health Service (NAMHS).
2016	UnitingCare ReGen RAP. UnitingCare ReGen continues to strengthen its relationships and partnerships by undertaking development of its first Reconciliation Action Plan.
2017	Merger of twenty-two UnitingCare agencies including ReGen into single Uniting agency.

Ronald Briggs and Aunty Georgina Williams at a RAP Advisory Group meeting









# Relationships



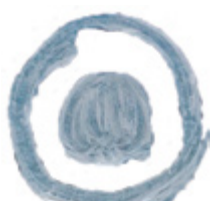
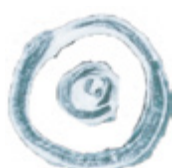
Positive, mutually respectful relationships between Aboriginal and Torres Strait Islander peoples and mainstream organisations are essential for reconciliation. ReGen is committed to forging partnerships and working collaboratively on mutually beneficial projects with Aboriginal and Torres Strait Islander organisations in order to increase access to our services, input into our planning and service delivery, and improve service quality and health outcomes for Aboriginal and Torres Strait Islander peoples.

ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Reconciliation Action Plan Advisory Group monitors our Reconciliation Action Plan initial development, refinement and implementation progress.</li> </ul>	<ul style="list-style-type: none"> <li>Director Clinical Services</li> </ul>	<ul style="list-style-type: none"> <li>June 2017</li> <li>June 2019</li> <li>July 2017</li> <li>June 2019</li> <li>June 2018</li> <li>June 2018, June 2019</li> </ul>	<ul style="list-style-type: none"> <li>RAP Advisory Group oversees the development, endorsement and launch of the RAP.</li> <li>Ensure ongoing representation of Aboriginal and Torres Strait Islander peoples on the RAP Advisory Group.</li> <li>Review and refine Terms of Reference for the RAP Advisory Group.</li> <li>Aboriginal or Torres Strait Islander community representatives, ReGen staff members and consumer representatives meet to monitor implementation of ReGen's Reconciliation Action Plan.</li> <li>Advisory Group reviews its collaborative approach, ensuring that it works in conjunction with a cultural advisor, Elders and other Aboriginal or Torres Strait Islander members.</li> <li>Annually monitor our RAP Advisory Group meetings to ensure that the group meets its' deliverables.</li> </ul>



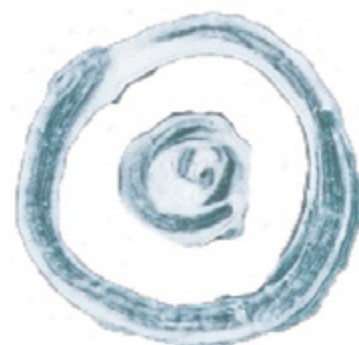
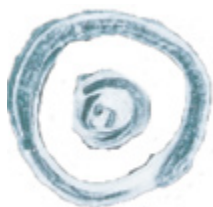
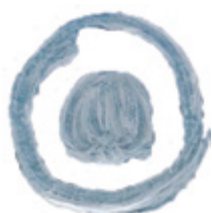
ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
		<ul style="list-style-type: none"> <li>June 2018, June 2019</li> <li>June 2018, June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Publish progress report on ReGen's Reconciliation Action Plan implementation to key stakeholders including Board, partners, consumers and community.</li> <li>'ReGen's Reconciliation Action Plan Advisory Group has met at least three times per year to oversee the activities of the Reconciliation Action Plan Working Group.</li> </ul>
<ul style="list-style-type: none"> <li>Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	<ul style="list-style-type: none"> <li>December 2017</li> <li>December 2017</li> <li>June 2019</li> <li>June 2018</li> <li>June 2018</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.</li> <li>Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.</li> <li>Form relationships with Aboriginal and Torres Strait Islander Elders and community leaders through formal meetings and participation in ReGen organised events.</li> <li>Formalise existing and new relationships via a memorandum of understanding or other partnership agreement with the Victorian Aboriginal Health Services and other agencies as appropriate.</li> <li>Identify new opportunities to establish formal and informal partnerships in line with ReGen's Reconciliation Action Plan.</li> </ul>

ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>● Raise awareness of ReGen's Reconciliation Action Plan and included activities with internal and external stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>● Director Programs</li> </ul>	<ul style="list-style-type: none"> <li>● June 2017</li> </ul>	<ul style="list-style-type: none"> <li>● Develop and implement a Reconciliation Action Plan communication strategy for staff, clients, families, communities and external stakeholders. Communications activities to include: <ul style="list-style-type: none"> <li>● Staff – Reconciliation Action Plan information on ReGen intranet; general staff meeting updates; Reconciliation Action Plan implementation standing team meeting agenda item.</li> <li>● Consumers and families – the Reconciliation Action Plan displayed in waiting rooms at ReGen sites; activities promoted via website, social media and consumer updates.</li> <li>● Communities – Elders and community leaders invited to participate in Reconciliation Action Plan activities; promotion of formal partnerships with Aboriginal and Torres Strait Islander organisations.</li> <li>● External stakeholders – activities promoted via website, social media and agency updates.</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>● Director Clinical Services</li> </ul>	<ul style="list-style-type: none"> <li>● June 2019</li> </ul>	<ul style="list-style-type: none"> <li>● Promote reconciliation through ongoing active engagement with all stakeholders.</li> </ul>





ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>● Celebrate and participate in National Reconciliation Week by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.</li> </ul>	<ul style="list-style-type: none"> <li>● CEO</li> <li>● Director Programs</li> <li>● CEO</li> <li>● Director Clinical Services</li> <li>● CEO</li> </ul>	<ul style="list-style-type: none"> <li>● 27 May – 3 June 2018, 2019 (National Reconciliation Week)</li> </ul>	<ul style="list-style-type: none"> <li>● Organise at least one internal event for National Reconciliation Week (NRW) each year and encourage staff to attend local events.</li> <li>● Register ReGen's event with Reconciliation Australia's NRW website and other relevant organisation's websites and promote event through ReGen's communication channels.</li> <li>● Support an external NRW event.</li> <li>● Ensure our Working Group participates in an external event to celebrate and recognise NRW.</li> <li>● Encourage staff to participate in at least one NRW event a year.</li> </ul>



Paul Aiken, Ronald Briggs and Aunty Georgina Williams at a RAP Advisory Group meeting







# Respect

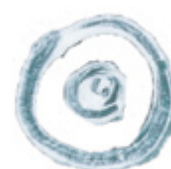


Respect is one of ReGen's core values. A respectful approach embraces individual and collective differences and collaborates across cultures to improve health outcomes for all people. ReGen works to ensure that all interactions with Aboriginal and Torres Strait Islander peoples and communities reflect this core value.

ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Engage ReGen employees in cultural learning opportunities to increase their understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and resilience.</li> </ul>	<ul style="list-style-type: none"> <li>Director Programs</li> </ul>	<ul style="list-style-type: none"> <li>June 2018</li> <li>June 2018</li> <li>July 2019</li> <li>June 2018</li> <li>June 2018</li> </ul>	<ul style="list-style-type: none"> <li>Develop and implement an Aboriginal and Torres Strait Islander 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).</li> <li>Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.</li> <li>Provide opportunities for RAP Working Group members, RAP champions, HR managers and other key leadership staff to participate in cultural training.</li> <li>Include cultural safety awareness in staff orientation program (completed by all new staff on commencement and regularly by existing staff).</li> <li>Liaise with VACCHO about content for orientation program.</li> </ul>



ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgment of Country.</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	<ul style="list-style-type: none"> <li>December 2017</li> <li>December 2017</li> <li>June 2018</li> <li>June 2018</li> <li>June 2018</li> <li>June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Encourage all staff to include an Acknowledgement of Country at the commencement of all meetings.</li> <li>Develop a policy to inform staff about Welcome to Country and Acknowledgment of Country protocols and provide examples of appropriate language.</li> <li>Include Acknowledgement of Country at the commencement of all important internal and external meetings and group programs.</li> <li>Identify the events where a Welcome to Country would be respectful.</li> <li>Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.</li> <li>Invite a community Elder to provide a Welcome to Country for at least one significant event, such the annual Innovation Seminar.</li> </ul>
<ul style="list-style-type: none"> <li>Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with culture and communities by celebrating NAIDOC Week.</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	<ul style="list-style-type: none"> <li>January 2018</li> <li>July 2018, 2019</li> </ul>	<ul style="list-style-type: none"> <li>Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week.</li> <li>Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with cultures and communities during NAIDOC Week.</li> </ul>



ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>● Create a welcoming environment for Aboriginal and Torres Strait Islander clients, families and staff.</li> </ul>	<ul style="list-style-type: none"> <li>● Director Clinical Services</li> <li>● Director Programs, Director Clinical Services</li> <li>● Senior Aboriginal Cultural Advisor</li> <li>● Senior Aboriginal Cultural Advisor</li> <li>● Director Clinical Services</li> <li>● Director Clinical Services</li> <li>● Director Clinical Services, Director Programs</li> </ul>	<ul style="list-style-type: none"> <li>● December 2017</li> <li>● June 2018</li> <li>● December 2017</li> <li>● December 2017</li> <li>● June 2019</li> <li>● June 2018</li> <li>● June 2019</li> </ul>	<ul style="list-style-type: none"> <li>● Provide an Aboriginal and Torres Strait Islander Counselling Room that is welcoming and culturally safe.</li> <li>● Display Aboriginal and Torres Strait Islander cultural artefacts, artwork and resources at initial point of contact (ReGen sites, online platforms, etc.) and other relevant locations.</li> <li>● Incorporate cultural activities into ReGen's calendar of events.</li> <li>● Develop a list of culturally significant dates and events.</li> <li>● Encourage and respond to Aboriginal and Torres Strait Islander consumer and stakeholder feedback about ReGen services.</li> <li>● Develop an Aboriginal Peoples Policy to document ReGen's commitment to providing culturally safe services to Aboriginal and Torres Strait Islander peoples.</li> <li>● Create opportunities for Aboriginal and Torres Strait Islander staff to engage in peer cultural support activities.</li> </ul>



Aunty Sue Atkinson (Lopez) at a  
RAP Advisory Group meeting





# Opportunities



For reconciliation to be achieved, Aboriginal and Torres Strait Islander peoples must be able to access services that are specifically designed for their needs, culturally safe and which provide meaningful benefit. For this to happen, we must ensure that Aboriginal and Torres Strait Islander peoples are an integral part of service planning, design, delivery and evaluation.

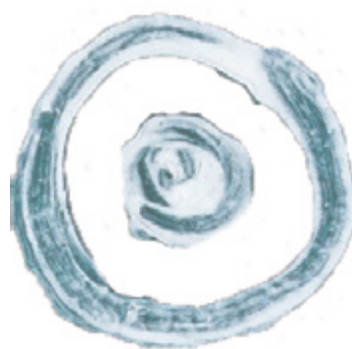
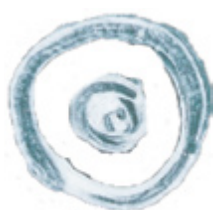
ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace.</li> </ul>	<ul style="list-style-type: none"> <li>Senior HR Officer</li> </ul>	<ul style="list-style-type: none"> <li>June 2019</li> <li>June 2018</li> <li>June 2018</li> <li>June 2018</li> <li>June 2019</li> <li>January 2018</li> <li>December 2017</li> </ul>	<ul style="list-style-type: none"> <li>Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.</li> <li>Collect data on the number of Aboriginal and Torres Strait Islander staff we employ.</li> <li>Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention strategy.</li> <li>Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.</li> <li>Advertise all vacancies in Aboriginal and Torres Strait Islander media.</li> <li>Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.</li> <li>Explore opportunities for traineeships, student placements, employment and professional development for Aboriginal and Torres Strait Islander peoples.</li> </ul>



ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within our organisation.</li> </ul>	<ul style="list-style-type: none"> <li>Manager Corporate Support</li> </ul>	<ul style="list-style-type: none"> <li>December 2017</li> <li>December 2017</li> <li>June 2019</li> <li>December 2017</li> </ul>	<ul style="list-style-type: none"> <li>Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.</li> <li>Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.</li> <li>Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business.</li> <li>Investigate Supply Nation membership.</li> </ul>
<ul style="list-style-type: none"> <li>Increase access to ReGen services for Aboriginal and Torres Strait Islander peoples, and increase program retention reflecting satisfaction with our services.</li> </ul>	<ul style="list-style-type: none"> <li>Director Clinical Services</li> <li>Director Clinical Services, Director Programs</li> <li>Director Clinical Services, Director Programs</li> <li>Senior Cultural Advisor</li> <li>Consumer Participation Facilitator, Senior Cultural Advisor</li> </ul>	<ul style="list-style-type: none"> <li>December 2017</li> <li>June 2019</li> <li>June 2019</li> <li>June 2019</li> <li>June 2019</li> </ul>	<ul style="list-style-type: none"> <li>Improve the accuracy of service utilisation data collection regarding cultural background of our service users.</li> <li>Continue to increase the number of Aboriginal and Torres Strait Islander peoples accessing ReGen's services.</li> <li>Develop and review strategies to improve retention of Aboriginal and Torres Strait Islander peoples in ReGen programs.</li> <li>Continue to improve cultural safety within our services for Aboriginal and Torres Strait Islander consumers.</li> <li>Increase Aboriginal consumer consultant involvement in all ReGen programs.</li> </ul>



ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>● Create pathways into employment and training at ReGen for Aboriginal people.</li> </ul>	<ul style="list-style-type: none"> <li>● CEO</li> <li>● Director of Programs</li> <li>● Manager of Workforce Development</li> <li>● Senior Cultural Advisor</li> <li>● Senior Human Resource Officer</li> </ul>	<ul style="list-style-type: none"> <li>● December 2017</li> <li>● December 2018</li> <li>● June 2018</li> </ul>	<ul style="list-style-type: none"> <li>● Develop relationships with tertiary institutions and colleges to provide opportunities for student placement.</li> <li>● Include Aboriginal and Torres Strait Islander consumer consultants in developing the recruitment process.</li> <li>● Senior Human Resource Officer to attend Koolin Balit training on developing employment opportunities for Aboriginal and Torres Strait Islander peoples.</li> </ul>
<ul style="list-style-type: none"> <li>● Create opportunities for Aboriginal and Torres Strait Islander peoples to engage in consumer participation activities.</li> </ul>	<ul style="list-style-type: none"> <li>● CEO</li> <li>● Director Clinical Services, Director Programs</li> <li>● Consumer Participation Facilitator</li> <li>● Senior Cultural Advisor</li> </ul>	<ul style="list-style-type: none"> <li>● December 2017</li> <li>● June 2018</li> <li>● June 2018</li> </ul>	<ul style="list-style-type: none"> <li>● Create a visual map of consumer participation activities for clients, including pathways for Aboriginal and Torres Strait Islander clients.</li> <li>● Develop culturally appropriate processes for recruitment of consumer participants.</li> <li>● Include cultural safety awareness into consumer participation training.</li> </ul>









# Tracking Progress



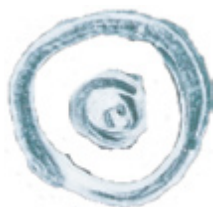
## & Reporting

We will monitor our progress in implementing our RAP, identify areas for improvement, and share our challenges and successes with the broader community.

ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"><li>Report RAP achievements, challenges and learnings to Reconciliation Australia.</li></ul>	<ul style="list-style-type: none"><li>Team Leader Evaluation &amp; Advocacy</li></ul>	<ul style="list-style-type: none"><li>September 2017, 2018, 2019</li><li>May 2018</li></ul>	<ul style="list-style-type: none"><li>Complete annual Reconciliation Action Plan Impact Measurement Questionnaire and submit to Reconciliation Australia.</li><li>Investigate participating in the RAP Barometer.</li></ul>
<ul style="list-style-type: none"><li>Confirm support systems for the Reconciliation Action Plan implementation.</li></ul>	<ul style="list-style-type: none"><li>Director Clinical Services, Senior Cultural Advisor</li></ul>	<ul style="list-style-type: none"><li>September 2017</li><li>September 2017</li></ul>	<ul style="list-style-type: none"><li>Define resource needs for the Reconciliation Action Plan.</li><li>Define systems and capability needs to track, deliver and report on the Reconciliation Action Plan activities.</li></ul>



ACTIONS	RESPONSIBILITIES	TIMELINE	DELIVERABLES
<ul style="list-style-type: none"> <li>Review progress of Reconciliation Action Plan implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Director Clinical Services</li> <li>Senior Cultural Advisor</li> <li>Team Leader Evaluation &amp; Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>June 2019</li> <li>June 2018</li> <li>June 2018</li> </ul>	<ul style="list-style-type: none"> <li>Review the implementation progress and achievement of deliverables by the Reconciliation Action Plan Working Group quarterly.</li> <li>Seek feedback on the Reconciliation Action Plan progress from Elders via the the Reconciliation Action Plan Advisory Group meetings.</li> <li>Identify need for modifications to the Reconciliation Action Plan and submit to Reconciliation Australia for review and endorsement.</li> </ul>
<ul style="list-style-type: none"> <li>Regularly report on outcomes of RAP to community and consumers.</li> </ul>	<ul style="list-style-type: none"> <li>Team Leader Evaluation &amp; Advocacy</li> </ul>	<ul style="list-style-type: none"> <li>June 2019</li> <li>November 2017, March and November 2018 and 2019</li> <li>December 2017, June and December 2018 and 2019</li> </ul>	<ul style="list-style-type: none"> <li>Publish annual Reconciliation Action Plan report on ReGen website.</li> <li>Report the Reconciliation Action Plan progress to General Staff Meetings.</li> <li>Report 6 monthly y on progress of the Reconciliation Action Plan to the Uniting Board.</li> </ul>
<ul style="list-style-type: none"> <li>Implement planning for the next Reconciliation Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Director Clinical Services, Director Programs</li> <li>Senior Cultural Advisor</li> </ul>	<ul style="list-style-type: none"> <li>January 2019</li> <li>April 2019</li> <li>October 2019</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.</li> <li>Submit draft of next Reconciliation Action Plan to Reconciliation Australia for feedback and review.</li> <li>Submit draft RAP to Reconciliation Australia for formal endorsement.</li> </ul>



If you would like more information about ReGen's RAP, please contact:

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Director Clinical Services

by telephone on 03 93862876

or by email at [DRibton-Turner@regen.org.au](mailto:DRibton-Turner@regen.org.au)



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