



## Reconciliation Action Plan

Including You's Reconciliation Action Plan (RAP) illuminates the heart and values of our small organisation. When Including You was established, the key objective was to provide a service that was driven and guided by the individuals supported by Including You.

Including You sought to provide a service that would be designed by and uniquely for the person in receipt of it. Meaning, a person's cultural, religious and linguistic needs are fundamentally a part of their supports.

Including You believe 'reconciliation' encompasses all actions and attitudes that acknowledge and respect Australia's first people and promote an inclusive and harmonious community that celebrates the contribution that Indigenous individuals and agencies make to our community.

Including You have developed a RAP with the purpose of documenting our approach to reconciliation, which is distributed to employees of the organisation, therefore ensuring a consistent and uniform approach to achieving reconciliation. The RAP is developed and maintained by the directors of Including You, however, it is a living document that is to be revisited regularly and contributed to by all employees and the individuals we support.

Including You would like to acknowledge and thank the following agencies that have provided information and resources that were drawn upon to develop this RAP; Reconciliation Australia, City of Whittlesea, Victorian Aboriginal Child Care Agency (VACCA) and Indigenous Affairs Victoria.

Including You's reconciliation action plan has eight key actions:

- Identify people's cultural, linguistic and religious needs upon their commencement.
- Determine what needs and preferences people have in relation to their cultural, linguistic and religious needs.
- Engage with Indigenous agencies where requested by the people we support.
- Employ the knowledge and skills of people with Indigenous background or knowledge, with a commitment to fair reimbursement for this service.
- Participate in Indigenous cultural competence training and disseminate knowledge across the organisation.
- Attend cultural events in the community that celebrate First Australians and their positive contribution.
- Promote the services offered by Indigenous agencies and recommend those services to people seeking them.
- Act in a manner that is considerate of Indigenous land and culture.

*Below is a detailed description of how Including You will implement each of the key actions.*

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### **Identifying people's cultural, linguistic and religious needs upon commencement.**

*Including You's initial meeting includes a conversation about Indigenous identification and cultural, linguistic and religious needs. This information is captured in the individual's personal profile.*

*Including You believe it is important to understand how people identify themselves, so that support coordinators and companion staff can start shaping services and supports to meet that person's needs and cultural identity.*

### **Determine what needs and preferences people have in relation to their cultural, linguistic and religious needs.**

*Once Including you have identified the cultural, linguistic and religious needs of the people we support we can commence discussing how supports could be shaped around these needs.*

*We will ask questions like; would you like a support worker who speaks your language? Would you like to attend a religious venue during supports? What should we be aware of to support you in the best way possible?*

*Discussing these matters creates a platform for the person to determine their service needs. Including You have a responsive and receptive service allowing the people we support to revisit these discussions at any time throughout their supports.*

### **Engage with indigenous agencies, where requested by the people we support.**

*If it is identified that a person we support would like to be connected or supported by an Indigenous staff person or an agency, Including You will work with the person to seek out that support.*

*Including You have existing relationships with VACCA, Aboriginal Advancement League, the Brotherhood of St Laurence Indigenous liaison team and the Department of Health and Human Services Indigenous liaison team.*

### **Employ the knowledge and skills of people with indigenous background or knowledge, with a commitment to fair reimbursement for this service.**

*Including You recognises that we are not experts in all cultural matters and various agencies have various expertise and perspectives. Therefore, Including You are committed to employing the expertise of those who's knowledge and is sought by the individuals we support. This includes attending external training, seeking consultation from Indigenous consultants, and registering for updates and newsletters from Indigenous agencies.*

*Including You are also committed to fairly remunerating agencies for the expertise and knowledge and will never seek pro-bone services from Indigenous agencies.*

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### **Participate in cultural competence training and disseminate knowledge across the organisation.**

*Including You attend cultural competence training by various agencies when opportunities arise. This training gives Including You staff up-to-date knowledge of best practices when working with people from various cultural, linguistic and religious backgrounds.*

*When staff attend cultural competency training the information gained, highlights and key points will be communicated to all staff members, ensuring everyone is working in a uniform manner and reflecting best practice supports.*

### **Attend cultural events in the community that celebrate First Australians.**

*Including You staff will attend cultural events that celebrate the contribution that First Australians make to our community. By doing this, Including You staff will show their support toward First Australians and meet people in that community. Including You believe firmly in relationships, and will seek to form positive relationships and partnerships across cultural communities.*

### **Promote the services offered by Indigenous agencies and recommend those services to people who seek them.**

*Including You have a number of connections with Indigenous individuals and agencies that we would recommend to people who are seeking connection with that community. Including You promote these services by; making referrals, advocating for them, attending their trainings, signing up to newsletters and referencing their research and public information.*

*Additionally, Including You take a 'capacity building' approach to supports, with the aim that the people we support will self-advocate and determine their own support needs. Linking in with Indigenous agencies, should and will be predominantly driven by the individual requiring the supports.*

### **Act in a manner that is considerate of Indigenous land and culture.**

*Including You act in a matter that is considerate and respectful of Indigenous land and culture by paying respects to elders past and present at the commencement of all training, respecting the environment through our activities, acknowledging days that are significant to Indigenous communities and promoting respect, reconciliation and self-determination of Indigenous people.*