



carpentaria



RECONCILIATION
ACTION PLAN

REFLECT



Reflect Reconciliation Action Plan

June 2024 - June 2025






Acknowledgement of Country

Carpentaria acknowledges that the land on which we live and work is the traditional land of First Nations people.

We acknowledge their continuing connection to country and pay respects to all Traditional Owners, past and present, as well as all emerging leaders.



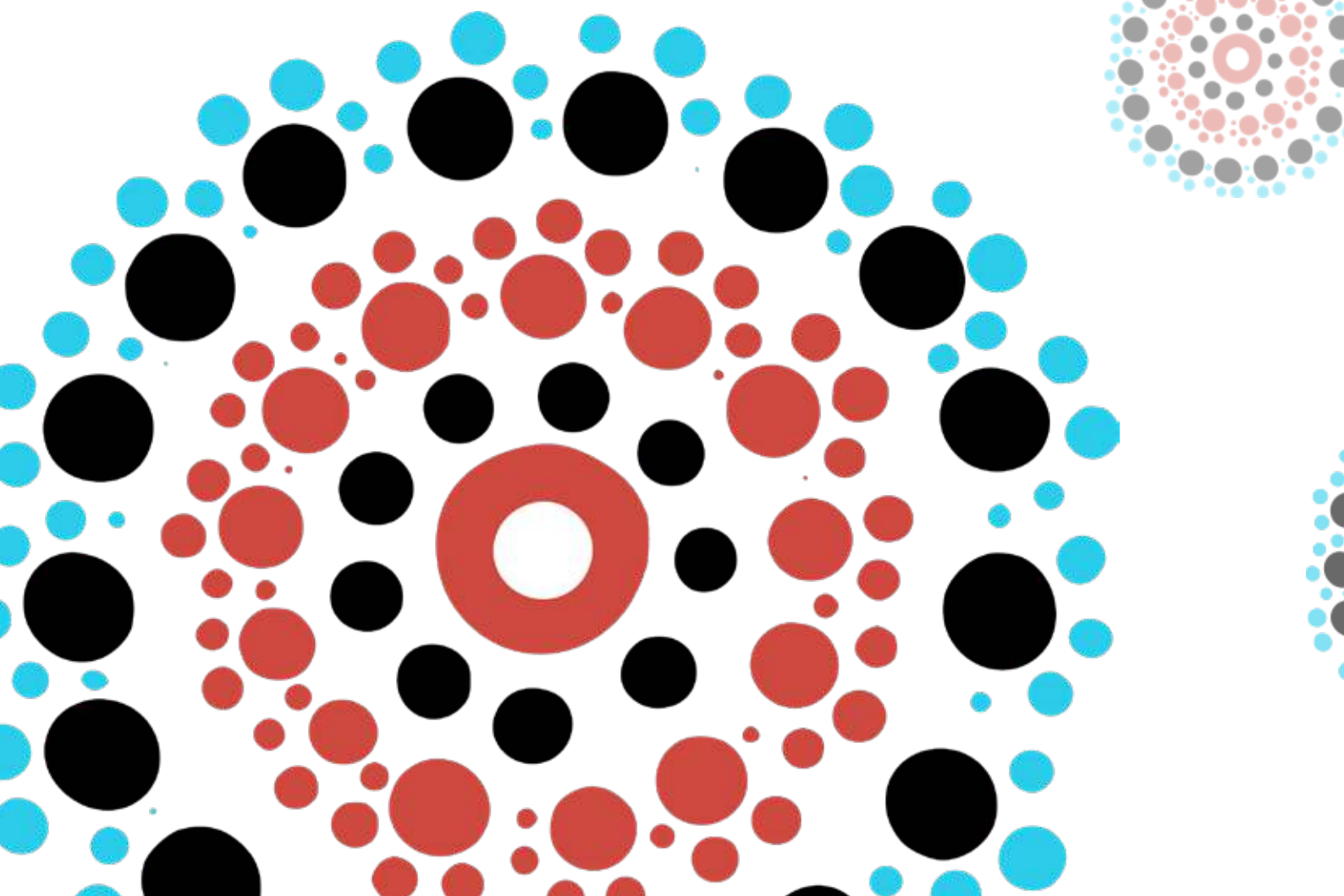


Our RAP Vision

Carpentaria's vision for reconciliation is an organisation-wide commitment to a shared understanding of Aboriginal and Torres Strait Islander cultures and acknowledgement of the detrimental and long lasting impacts of colonisation.

We are committed to the improved knowledge and understanding of injustices and inequalities between Aboriginal and Torres Strait Islander peoples and non-Indigenous people. Our commitment to better understand will guide our reflection and progress to provide positive outcomes for Aboriginal and Torres Strait Islander peoples supported at every level throughout the organisation.

We will work together to deliver services that are safe, welcoming and inclusive for Aboriginal and Torres Strait Islander people. We will strive to create strong partnerships through our networks which advocate for cultural inclusion and contribute to appropriate and culturally safe support services and better well-being outcomes for Aboriginal and Torres Strait Islander peoples.



A message from our CEO

I am very pleased to present Carpentaria's Reconciliation Action Plan (RAP) 2024 – 2025. The development of this plan represents the culmination of extensive discussion and reflection by representatives from all of our program areas, and from all levels of our workforce. It encapsulates what we as an organisation commit to achieving as we work towards true reconciliation.

With Aboriginal and Torres Strait Islander people comprising 26% of the NT's population, and up to 51% of participants accessing some Carpentaria programs, the development of a RAP is a fundamental step in progressing reconciliation throughout Carpentaria's workforce and programs, and within the communities we work in.

I strongly believe that everyone can contribute to reconciliation. Positive changes need shared responsibility and I encourage everyone in our team to fully participate in this important process.

I thank the members of Carpentaria's Working Group for their considered contribution and ongoing commitment. I also extend our gratitude to Jason Elsegood and Wendy Moulds from Cross Cultural Consultants who have gently and respectfully guided us through our RAP journey.

This plan is representative of what we can achieve together and I look forward to working collaboratively towards visible reconciliation.

Annie Rily

Chief Executive Officer
Carpentaria



A message from Reconciliation Australia

Reconciliation Australia welcomes Carpentaria Disability Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Carpentaria Disability Services joins a network of more than 3,000 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Carpentaria Disability Services to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Carpentaria Disability Services, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine

Chief Executive Officer
Reconciliation Australia



The artist

Karina Jeffrey is a contemporary Aboriginal artist and a proud Woolwonga, Uwanwul woman from Darwin. Karina has been creating art since she was young and continues to tell her stories through painting.

Karina weaves together tradition and contemporary expression, infusing her love of bright colours into traditional styles, and celebrating her Aboriginal heritage by embedding cultural richness into her works.

Karina was awarded the NTIBN Best BLAK Creative Business award in 2023.



About the artwork

The artwork commissioned for Carpentaria's Reconciliation Action Plan infuses Karina's personal experience of having family members with disabilities, with a recognition of the commitment and hard work demonstrated by Carpentaria employees.

Using a vibrant colour palette that reflects the diversity and positivity associated with Carpentaria's work, the design uses a mix of traditional and contemporary elements to represent a rich cultural context and an overall message of unity and support. This visually striking and emotionally resonant piece is a celebration of Carpentaria's 50 year journey, participant outcomes, dedicated workforce, collective spirit and diversity.





*“ A celebration of Carpentaria’s 50 year journey,
participant outcomes, dedicated
collective*



*workforce,
spirit and diversity.”*



Represents Carpentaria's services, dedicated workforce, and 50 years of operation



Signifies the collaboration between the people and organisations working throughout the NT to support people with disability



Represents diversity, highlighting the harmonious collaboration with individuals from diverse backgrounds



Symbolises inspiration, reflecting the dedication and support provided by Carpentaria's workforce



Depicts the wider community and reinforces the concepts of unity and coherence



Represents Carpentaria's employees walking alongside someone with disability, throughout their journey



Visualises Carpentaria's storyline and journey over the past 50 years

Our current activities

Carpentaria works with diverse communities across the Northern Territory, including a significant proportion of Aboriginal and Torres Strait Islander peoples. Our team complete cultural awareness training as relevant to their role, we regularly participate in NAIDOC Week and Reconciliation Week activities, and our dedicated and committed team of Allied Health professionals regularly travel to remote and very remote communities to deliver services. As a person-centred provider, we support Aboriginal and Torres Strait Islander participants to enjoy cultural activities and provide the necessary supports to ensure participants can return to Country and be a part of important cultural connection initiatives.

While our team have long worked with Aboriginal and Torres Strait Islander peoples as support providers, collaborative stakeholders and as colleagues, we identified the need to formally develop a RAP and internally and publicly commit to active reconciliation throughout our organisation.

Our values

Carpentaria is a values-based organisation which focuses on the needs and goals of each individual. We are committed to a person-centred philosophy that respects the rights of everyone to make informed choices about their lives and to receive the necessary support, information and encouragement to participate, and be included, in all aspects of community life.

Carpentaria's values provide the framework for how we operate, guiding engagement, business activities, service delivery and decision making.



Honesty

We strive to be honest, open, ethical and fair



Collaboration

We create strong partnerships through open communication, mutual respect and trust



Respect

We embrace the individual's right to be empowered to live the life they choose



Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions

Our strategic priorities

Respond to service needs and gaps in the Territory

We will target the biggest needs and gaps across the Northern Territory to maximise our impact in the community.

Create better pathways for young Territorians.

Expand our services to new geographical locations.

Develop suitable accommodation and residential service models for those with complex needs.



Continuously improve the quality and excellence of our services

We will be leaders in quality and safety and set an example for the broader disability services sector in the Territory. This includes providing a person-centred and goal oriented service.

Support people to meet their individual goals.

Embed strong clinical governance and oversight.

Demonstrate excellence in safety and quality.



Develop partnerships to enhance opportunity

We will partner with organisations that share our values to drive better outcomes for Territorians.

Explore and develop partnerships with Aboriginal Communities.

Partner to create training, employment and vocational opportunities.

Partner to promote social inclusion and community awareness of disability.



Invest in our people

We will grow the capability of our current workforce to ensure we are future-ready and contribute to building the disability workforce of the future.

Invest in our people and their careers.

Build the future disability workforce.

Increase the diversity of our workforce.



Grow sustainably

We will be socially, financially and environmentally sustainable across all areas of our organisation.

Increase our social sustainability.

Ensure we are financially sustainable.

Maintain strong and robust governance.

Increase our environmental sustainability.



Delivering innovative and flexible services to empower people to thrive and live a great life

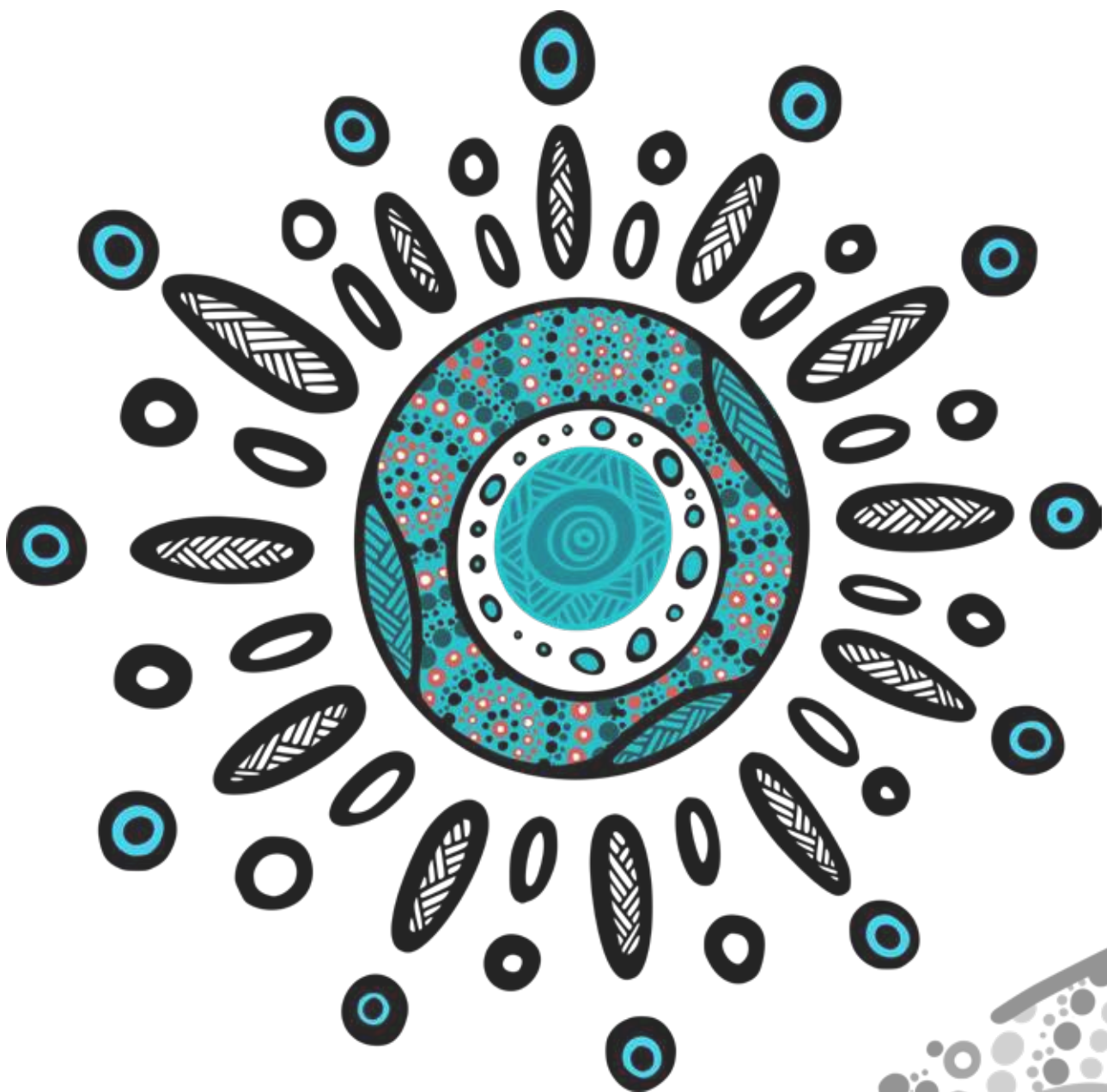
Our business

Carpentaria Disability Services is a Northern Territory not-for-profit organisation providing Disability and Therapy Services for children, adolescents and adults, through Supported Independent Living, Short and Medium Term Accommodation, Pathways Program, Employment and Training, Specialist Disability Accommodation and Allied Health therapy programs (including Speech Therapy, Occupational Therapy, Physiotherapy and Psychology).

We deliver innovative and flexible services to empower people to thrive and live a great life, and are committed to delivering person-centred and evidence-based supports for people accessing our services.

Carpentaria currently employs 360 people. While the number of Aboriginal and Torres Strait Islander employees is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

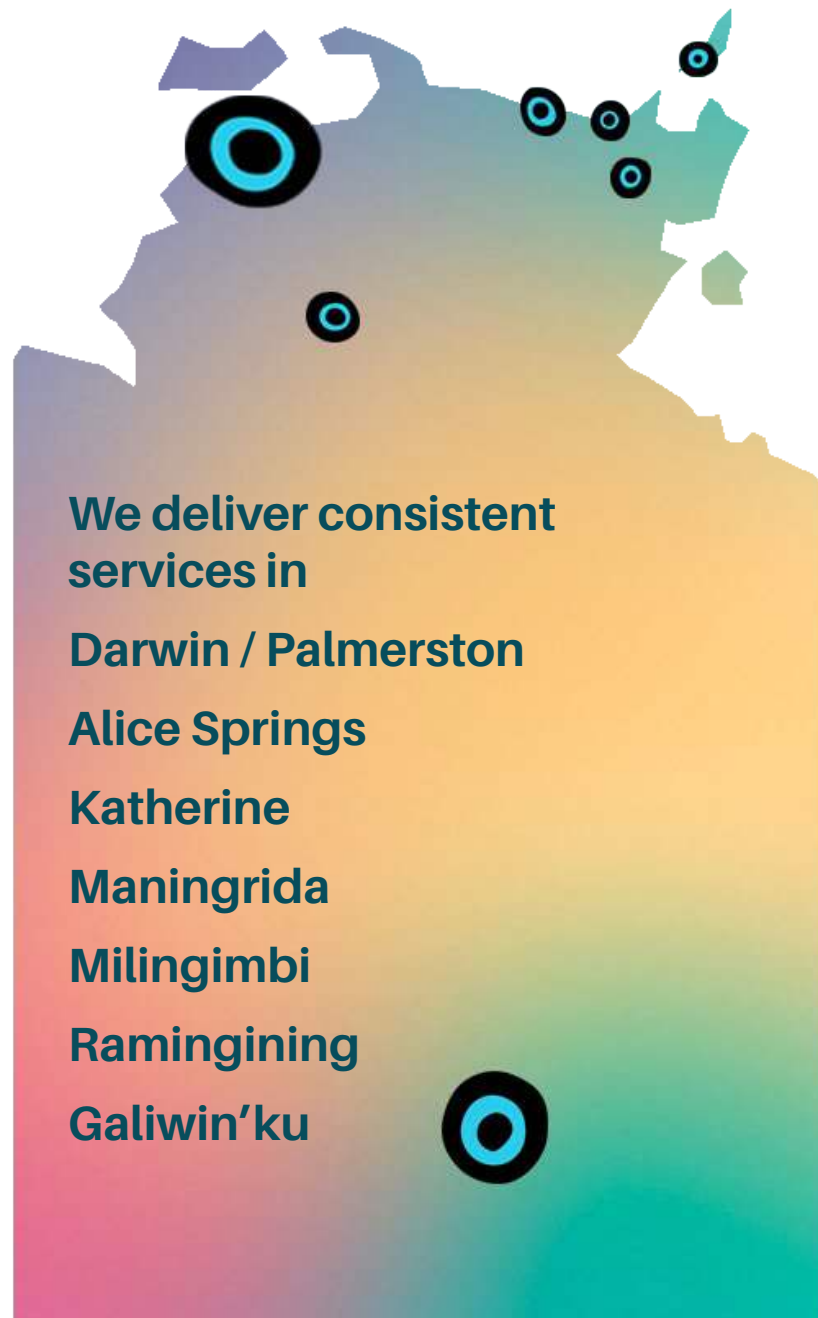
We recognise that our journey is evolving and are committed to working together to meet our objectives and create real and positive change.



Our footprint

Carpentaria delivers services throughout the Northern Territory. Our head office is located in Tiwi, Darwin and we have a regional office in Alice Springs. We deliver services throughout the Northern Territory, from the main centres of Darwin/Palmerston and Alice Springs, to Katherine, Maningrida, Milingimbi, Ramingining and Galiwin'ku.

Our consistent fly-in fly-out Allied Health services to remote communities demonstrates our long term commitment to filling gaps in the Territory. We understand the importance of building partnerships, nurturing relationships, and working collaboratively to deliver culturally appropriate services.



Our RAP

Carpentaria has a proud history of more than 50 years of service delivery in the Northern Territory. The development of our RAP has provided the opportunity to formalise and document initiatives and activities that support reconciliation and opportunities for Aboriginal and Torres Strait Islander peoples at every level and in every program area.

We are committed to an equal and equitable community. We will use our Reflect RAP to strengthen our knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories, and what we can individually and collectively do to support reconciliation, including providing opportunities and building and maintaining a diverse, inclusive and culturally safe workplace.

Supported by Cross Cultural Consultants, Carpentaria's RAP Working Group first met on 29 May 2023. Inclusive of representatives from all program areas, the Working Group reflected on our activities to date and have identified several focus areas over the coming year. Our RAP Champion is Carpentaria CEO Annie Rily.

We take the opportunity to engage in reconciliation seriously and welcome the learning, growth and progress we can achieve when we work collaboratively with internal and external stakeholders. We will seek guidance and advice from Aboriginal and Torres Strait Islander peoples in our networks, including the people we provide services for and our team members, as well as the wider network of NT First Nations organisations and representatives who support us in our work.

The inclusion of representatives from all levels and programs in our RAP Working Group has ensured that the views of our multicultural and diverse team have been considered and has generated an ongoing commitment to working towards our reconciliation goals, driven by the senior staff members assigned with the responsibility to lead this process. Resources have been allocated to dedicate the necessary time to realise our initiatives, and regular reporting against our RAP deliverables will be provided in management, Executive and Board meetings.



Our RAP Working Group

Thank you to everyone involved in Carpentaria's RAP Working Group.

Angela Robertson – Client Services Manager

Anil BK – NDIS Data Officer

Annie Rily – Chief Executive Officer

Ayanda Sibanda – Independent Living Coach

Camille Vilbar – Team Leader / Independent Living Coach

Genna Stiles – Team Leader / Occupational Therapist

Justin Smedley – Quality and Practice Manager

Kayne Mabey – Pathways Program Manager

Kazi Faieq – Systems Support Officer

Kellie Hutchins – Deputy Chief Executive Officer

Natalie Gibbs – Communications Manager

Nikkie Harley – A/Senior Manager People and Learning

Padam Dhakal – Independent Living Coordinator

Rowie Bijasa – Reception and Events Officer

Shielanie Balina – Reception and Events Assistant

Stacey Hemara – Specialised Services Manager

Vidhi Patel – Skill Development Coach

We do not currently have Aboriginal or Torres Strait Islander representation on our RAP Working Group, however will work towards representation over the course of this RAP. We will utilise the launch of our RAP to share our goals with the broader team and directly encourage increased engagement and representation from Aboriginal and Torres Strait Islander team members. The inclusion of the RAP objectives within our mandatory onboarding and induction training will also facilitate increased engagement in this process.





Relationships

We will collaborate with Aboriginal and Torres Strait Islander Territorians to build relationships and partnerships that deliver culturally informed and respectful decision making. We are committed to open communication, mutual respect and trust in our relationships with participants, families, stakeholders and the local community through a better understanding of cultural, family relationships and community impacts.

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Continue to expand and develop relationships with Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	May 2025	Communications Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2025	Senior Manager, Technology, Governance and Risk
	Continue to explore and advocate for culturally appropriate service delivery.	May 2025	Program Managers
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	Communications Manager
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2024 & 2025	Communications Manager
	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 & 2025	Communications Manager



3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	June 2024	Communications Manager
	Identify external stakeholders that Carpentaria can engage with on our reconciliation journey.	May 2025	Communications Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August 2024	Communications Manager
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	May 2025	Senior Manager, People & Learning
	Conduct a review of HR policies and procedures and Position Descriptions to update as required.	May 2025	Senior Manager, People & Learning
5. Actively support and advocate to maintain relationships which support cultural connections for participants.	Explore and communicate with participant support networks which supports maintaining family and community connections.	May 2025	Program Managers
	Deliver cultural programs and activities through relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	December 2024	Director of Operations
	Celebrate cultural events with participants such as NAIDOC and Reconciliation Week.	July 2024	Communications Manager
	Advocate for funding that supports cultural needs.	May 2025	CEO





Respect

We are committed to Aboriginal and Torres Strait Islander participants through our cross-cultural understanding which is visible, strengths focused and applied throughout our service delivery. Cultural learning is a continuous journey which is supported by our organisation.

Action	Measure	Timeline	Responsibility
6. Increase understanding, value, visibility and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within Carpentaria.	August 2024	Senior Manager, People & Learning
	Develop a Learning Framework for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within Carpentaria.	December 2024	Senior Manager, People & Learning
	Support Carpentaria's commitment to reconciliation through displays of First Nations artwork and cultural information.	December 2024	CEO
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within Carpentaria's operational area.	December 2024	Communications Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2024	Senior Manager, People & Learning
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	Communications Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Communications Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	Communications Manager



Opportunities

We will grow and build the capability of our Aboriginal and Torres Strait Islander workforce to ensure our people reflect the people we support, providing employment and career development opportunities within our organisation. Equally important are the opportunities to promote broader disability inclusion for Aboriginal and Torres Strait Islander participants across the communities we serve.

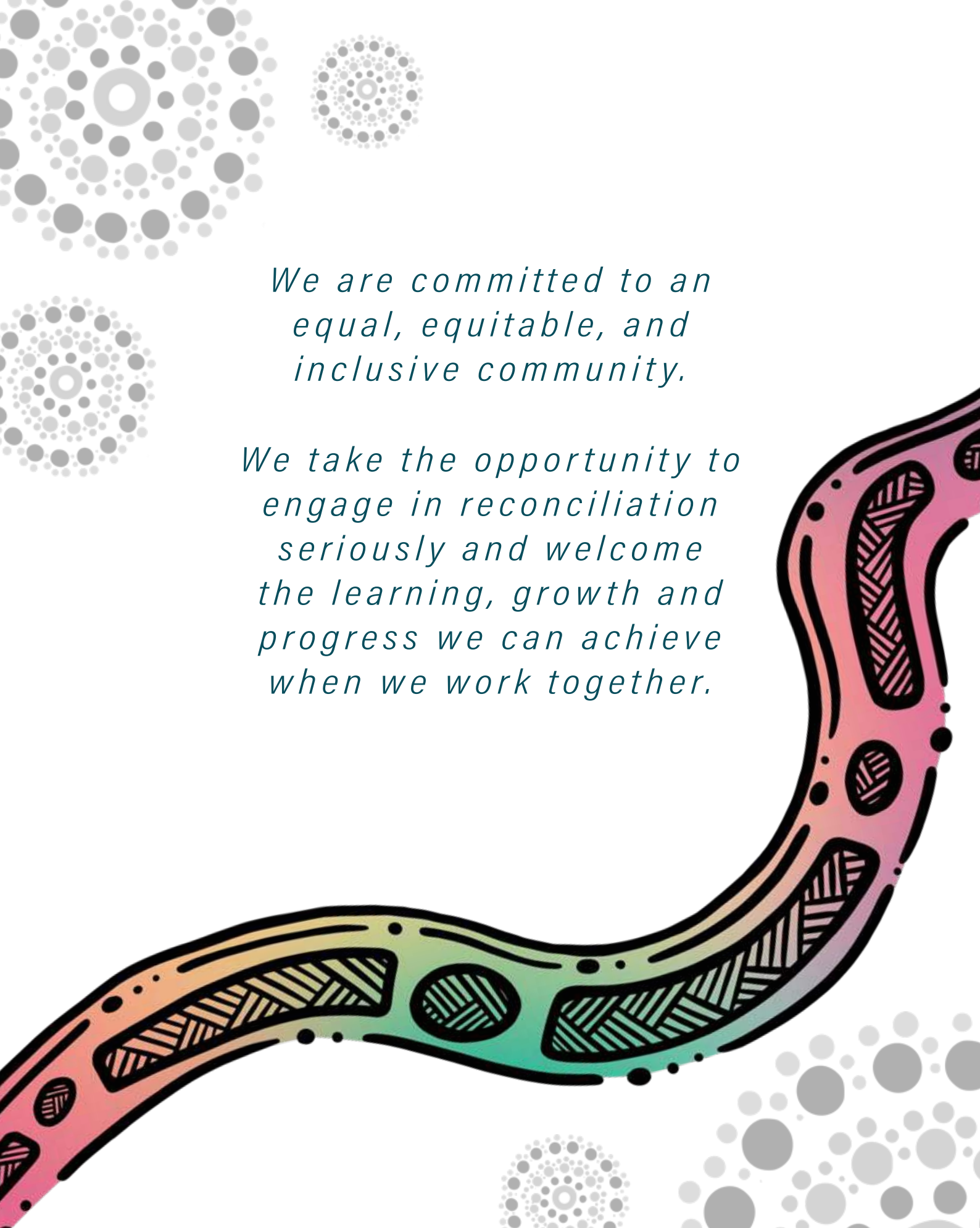
Action	Measure	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	December 2024	Senior Manager, People & Learning
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2024	Senior Manager, People & Learning
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	May 2025	Assets & Facilities Manager
	Investigate Supply Nation membership.	September 2024	CEO



Governance

We are committed to organisational oversight and appropriate resources to deliver on each element of our RAP. Engaging team members from across our program areas is critical to this success.

Action	Measure	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	June 2024	Senior Manager, People and Learning
	Draft a Terms of Reference for the RWG.	July 2024	Senior Manager, People and Learning
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	June 2024	Senior Manager, People and Learning
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July 2024	Senior Manager, People and Learning
	Engage senior leaders in the delivery of RAP commitments.	December 2024	CEO
	Appoint and maintain a senior leader to champion our RAP internally.	June 2024	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2024	Senior Manager, People and Learning
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	Senior Manager, People and Learning
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	Senior Manager, People and Learning
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia	30 September annually	Senior Manager, People and Learning
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	March 2025	Senior Manager, People and Learning



*We are committed to an
equal, equitable, and
inclusive community.*

*We take the opportunity to
engage in reconciliation
seriously and welcome
the learning, growth and
progress we can achieve
when we work together.*

Contact

Annie Rily

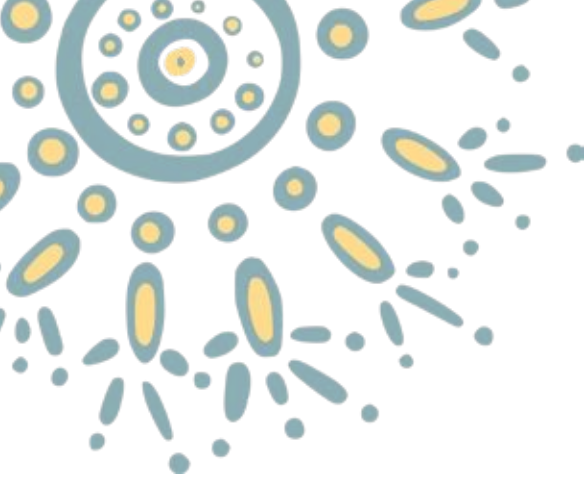
Chief Executive Officer

08 8920 9400

info@carpentaria.org.au







carpentaria

08 8920 9400

info@carpentaria.org.au

1 Willeroo St, Tiwi, 0810

2/9 Parsons St, Alice Springs 0870

carpentaria.org.au

