



Amélie Housing
Building hope through housing



**RECONCILIATION
ACTION PLAN**
REFLECT

RECONCILIATION **ACTION PLAN**

JANUARY 2023 - JULY 2024





We acknowledge First Nations peoples, as the Traditional Custodians of this land, with deep respect. May Elders, past, present and emerging, be blessed and honoured. May we join together and build a future based on compassion, justice, hope, faith, and reconciliation.

Our Reconciliation Action Plan proudly features commissioned artwork completed by our staff member, Kelly Hallam's sister, Dale Pracy - a proud Aboriginal woman from the Wiradjuri nation/people.

Dale explained that the art represents, 'connecting people to communities. The circles represent communities that are connected by the orange lines, and the outer symbols are people, men, women and children being taken by the hands and [embraced] within communities'.



Reconciliation Australia welcomes Amélie Housing to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Amélie Housing joins a network of more than 2,200 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 Amélie Housing 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 Amélie Housing, 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

BUILDING

HOPE

THROUGH

HOUSING

Our Business

Amélie Housing was established in 2012 by the NSW State Council as a Special Work of the Society of St Vincent De Paul (SVDP).

For over 130 years, the SVDP has been working in Australia to shape a more just and compassionate society.

SVDP's mission is to serve the poor with love, respect, justice, hope and joy; and part of that mission involves reducing homelessness, promoting stable tenancies and avoiding evictions.

To do that, SVDP provides a range of supports for people who are disadvantaged, including support services for tenants who are vulnerable or at risk.

In doing so, they provide pathways to independence, achieving sustainable outcomes and empowering people along the way.

Amélie Housing is a Registered Tier 1 Community Housing Provider under the National Regulatory System for Community Housing. We seek to 'bring hope through housing' to those who are excluded or isolated from society due to many complex factors making affordable, safe and secure housing harder to access or sustain.

While originating in NSW, we have grown to become a national organisation, incorporating the expertise and experience of housing organisations in other states and territories.

By working together under the umbrella of 'Amélie Housing', special works and projects in those states and territories continue to provide much needed housing, social and material support to those who need it most.

As a Special Work of the SVDP, Amélie Housing is primarily responsible for the delivery of property and tenancy management services, while SVDP provides support and facilitates access to services required. Our case management and partnership approach enables us to collectively assist those at risk to stabilise their tenancy and enhance their quality of life.

Amélie's Board is appointed by members based on their commitment to the values and mission of the SVDP Society, as well as their specialist skills in risk management, corporate governance, strategy and leadership.

We own or manage 1,413 social and affordable housing properties providing homes for over 2,393 people, of which 184 are First Nations people (across 98 households). Our diverse housing programs are across the housing continuum, offering crisis, transitional, social and affordable housing to those most in need.

We currently operate in 3 states - ACT, NSW and SA; but are exploring opportunities for expansion in other states and territories.

We have 7 offices located on Wiradjuri, Awabakal, Durag, Dharawal, Ngunnawal and Kurna land.

Our head office is based in Wentworthville, Sydney - on Durag land, but we provide affordable housing in both the metropolitan and regional areas of NSW, the ACT and SA.

We currently have 43 employees, 2 of whom identify as First Nations people. We are currently undertaking a Staff Diversity Survey to get a better understanding of the diversity profile of our staff.

Our Reconciliation Action Plan (RAP)

We are developing a RAP to formally acknowledge our regret over past practices and policies that have impacted the social, emotional and spiritual wellbeing of First Nations peoples, their homes and communities. We recognise the unique strengths of First Nations Peoples, their cultures, and their resilience in overcoming the traumas of the past. We recognise the unique contributions of First Nations Peoples in creating a more equal, inclusive and united Australia.

We want to build a workplace and target work practices that welcome, support and empower First Nations Peoples using our service.

We seek positive and enduring relationships with First Nations Peoples and will use our influence to advocate for stronger recognition and respect for culture, community and equal opportunity.

Our State Manager (NSW & ACT) will be our RAP Champion, responsible for driving and championing internal engagement and awareness of the RAP.

Our RAP journey so far...

In 2020/21, we developed a RAP Committee, made up of 5 members with the aim of building an inclusive and welcoming workplace and service for First Nations Peoples.

Amélie Housing undertakes a range of activities that support reconciliation and has formalised the following practices:

- Our RAP Committee meets monthly to determine progress and share resources
- Acknowledgement of Country takes place at every Amélie Housing meeting, is seen on our website and in marketing collateral
- Smoking Ceremonies feature at the opening of new sites and Amélie Housing events e.g. Devlin Court, Merrylands, Cardiff and Burraneer Openings
- Face to Face Cultural Training is provided to all staff
- Internal policies have been reviewed and

updated to ensure they are sensitive, respectful and inclusive of First Nations staff and tenants

- Marketing collateral, channels and documentation have been updated to celebrate and reflect diversity and inclusion e.g. email signatures, brochures, TEAMS backgrounds
- Key days of significance (NAIDOC Week, National Reconciliation Week etc) are recognised, resources are shared/ socialised, and staff are encouraged to participate in local events.

Our partnerships/current activities

We currently work with the following organisations:

1. Warlga Ngurra – Aboriginal Women’s refuge and support - Wallsend – 02 49501566
2. Awabakal Limited – services and support – 64 Hannell St Wickham – 02 49186431
3. Multicultural Neighbourhood Centre – support groups, social activities and education workshops - 3 Illalung Road Lambton – 02 496525291
4. Hunter Multicultural Community – provide meal delivery service, support, education and social groups and activities – 2a Platt St Waratah – 02 49608248

Internal and External engagement:

- We provide representation on the SVDP Society’s Stronger Voices Committee
- We work closely with First Nations organisations to service community need and ensure culturally appropriate service delivery across the states and regions
- We ensure Amélie Housing’s representation at key First Nations services interagency/stakeholder meetings
- We provide NAIDOC Week and National Reconciliation Week email signatures, banners and Teams backgrounds to support staff engagement with these days of significance
- We ran a range of National Reconciliation Action Week activities at our Cardiff site.

Relationships



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	April 2023	Support Coordinator
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2023	Support Coordinator
	Approach local Aboriginal services to develop an understanding of services that can support our First Nations tenants and communities.	December 2023	Support Coordinator
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023, 2024	State Manager
	RAP Working Group members to participate in an external NRW event.	May - June, 2023, 2024	State Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May - June, 2023, 2024	National Operations Director
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	January 2023	Office Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2023	Support Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	December 2023	Support Coordinator
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination, and update the Amélie Anti-Discrimination, Harassment and Bullying Policy.	December 2023	Compliance Director
	Conduct a review of Amélie's HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	December 2023	Compliance Director

Respect



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments.	December 2023	State Manager
	Conduct a review of cultural learning needs within our organisation.	February 2023	Office Manager
6. 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 our organisation's operational area.	June 2023	Support Coordinator
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2023	Office Manager
7. 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 2023, 2024	Office Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023, 2024	Office Manager
	RAP Working Group to participate in an external NAIDOC Week event.	July, 2023, 2024	State Manager

Opportunities



Action	Deliverable	Timeline	Responsibility
8. 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 2023	State Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2023	National Operations Manager
	Develop communications and marketing material in accordance with culturally appropriate language, style and imagery to support a culturally sensitive and inclusive workplace where Aboriginal and Torres Strait Islander staff will be retained and can prosper.	January 2023	Communications Manager
9. 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.	December 2023	National Operations Manager
	Investigate Supply Nation membership.	December 2023	Office Manager

Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain an effective RWG to govern RAP implementation.	Review June 2023	State Manager
	Review the Terms of Reference for the RWG.	December 2023	State Manager
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	June 2023	State Manager
	Define resource needs for RAP implementation.	March 2023	State Manager
11. Provide appropriate support for effective implementation of RAP commitments.	Engage senior leaders in the delivery of RAP commitments.	January 2023	State Manager
	Maintain a senior leader to champion our RAP internally.	Review June 2023	State Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	January 2023	State Manager
12. 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	Support Coordinator
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	Support Coordinator
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Support Coordinator
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2024	State Manager RAP Chair

Contact details for RAP Champion

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