



Reflect Reconciliation Action Plan

May 2022 - May 2023





Acknowledgement of Country

Lifeline Macarthur and Western Sydney respect and acknowledge the Aboriginal and Torres Strait Islander people as the First Australians and Traditional Custodians of the land.

We recognise the Traditional Owners of the lands on which Lifeline Macarthur and Western Sydney work and meet, the Tharawal people and the Darug people and pay respect to Elders past, present and future.

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About the artwork 'Flourish'

Flourish represents the importance of maintaining connections to country, culture and community in order to live happily and healthily on Dharawal land.

The central Waratah motif is an acknowledgment of the healing properties of local flora and the importance of story-telling in community life. There are a number of stories about how the Waratah became red and this piece references those stories.

The Lyrebird tail on either side of the Waratah references the importance of communication and language to our identity and cultural practices.

The importance of maintaining connections to country and our dreaming are seen in the bottom half of the painting and are represented in the

earthy colours and the presence of the rainbow serpent. You can reach out and touch the scales on the original serpent and this acknowledges the way our past is always present.

Groups of people can be seen coming together throughout the painting in both the oranges and pinks, and these represent our ongoing connections to each other throughout our lives. The ancestral beings on the outskirts of the painting likewise represent the links we have to our old people who have come before.

The changing sky acknowledges the teachings which have kept our people strong on country for millenia and speak to our ability to adapt to our surroundings.



Artist: Kirsten Gray

Kirsten is a proud Muruwari and Yuwaalaraay woman with family connections through her mother's line to Angledool and Brewarrina in North Western NSW. Yuluwirribaa, which literally means the "*place of rainbows*" in the Yuwaalaraay language is the space Kirsten has created for herself as a way to express her connection to her culture and work through her time in the child welfare system. Kirsten is a passionate advocate for keeping Aboriginal children with their families.

Message from the CEO

Brad Hannagan



At Lifeline Macarthur and Western Sydney, we are committed to supporting reconciliation through all our actions. As individuals who demonstrate our ICARE values – integrity, compassion, aspiration, respect and empathy and, as an organisation, committed to continuing to learn, listen and work toward meaningful change and greater equality and inclusion for Aboriginal and Torres Strait Islander peoples.

We recognise the ongoing inequality and injustice experienced by Aboriginal and Torres Strait Islander people and are committed to help Close the Gap. As we work towards our vision of an Australia free of suicide, we lament that the rate of suicide as a cause of death remains significantly higher for Aboriginal and Torres Strait Islander peoples than non-Indigenous Australians.

We know the importance of listening to Aboriginal and Torres Strait Islander peoples' voices, at all stages, when introducing initiatives and programs that involve them. Furthermore, we understand the importance of developing targeted initiatives and programs that are respectful to the histories, practices, and protocols of Aboriginal and Torres Strait Islander peoples, for example, our Indigenous Mental Health First Aid program.

We are committed to working in partnership and collaboration with Aboriginal and Torres Strait Islander organisations and communities across both Western and South Western Sydney and are proud to have worked with A Little Bit of Rainbow and Yuluwirribaa over recent years. We also thank the Tharawal Aboriginal Corporation for collaborating with us on

social and emotional wellbeing for Aboriginal and Torres Strait Islander peoples and we look forward to strengthening this relationship into the future.

We will continue to work to build understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning. For many years, we have actively participated in NAIDOC Week and are proud of the knowledge-building that has occurred at these events as we worked in partnership with our local Aboriginal and Torres Strait Islander community groups and businesses.

Our Reflect Reconciliation Action Plan is demonstrative of our commitment to ensure we champion positive race relations and anti-discrimination across all aspects of our organisation. We will continue to research best practice in these areas and review our policies and practices, removing all barriers to inclusion, and strengthening opportunities for recruitment and employment of Aboriginal and Torres Islander people.

I am honoured to sit on the Reconciliation Action Plan Working Group as RAP Champion. As our RAP joins the many others across Australia, I am encouraged to see change taking place and the growing recognition and embracing of Aboriginal and Torres Islander peoples' voices, history, practices and protocols not only at Lifeline Macarthur and Western Sydney, but throughout organisations within Australia. At Lifeline Macarthur and Western Sydney, we are committed to playing our role in seeing this continue.

Reflect RAP CEO statement

Reflect RAP



Reconciliation Australia welcomes Lifeline Macarthur and Western Sydney to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Lifeline Macarthur and Western Sydney joins a network of more than 1,100 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 Lifeline Macarthur and Western Sydney 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 Lifeline Macarthur and Western Sydney, 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

Our Business

Lifeline Macarthur and Western Sydney (LLMWS) is a leader in mental health services and provides essential crisis support and suicide prevention services. The organisation stretches across 15 local government areas in the South West and Western Sydney corridor and provides vital support services to approximately 2.5 million Australians. The local government areas are Blacktown, Blue Mountains, Camden, Campbelltown, Canterbury-Bankstown, Cumberland, Fairfield, Goulburn-Mulwaree, Hawkesbury, The Hills Shire, Liverpool, Parramatta, Penrith, Wingecarribee Shire and Wollondilly.

Established in 1978 LLMWS's vision is of an Australia free of suicide, which is also a key priority of the Australian Government and is reflected in our strategic framework.

Our values directly promote the focus each workforce team member places on delivering our vision and purpose and the commitment to reducing death by suicide while providing a value-driven service.

Our Vision

An Australia free of suicide supports our commitment and dedication in delivering solutions that promote suicide safe communities, strengthen local community linkages, and foster social inclusion.

Our Values

- I – Integrity
- C – Compassion
- A – Aspiration
- R – Respect
- E – Empathy



Lifeline Macarthur and Western Sydney has two office locations being Smeaton Grange and Parramatta. We currently have 56 full-time, paid employees which includes three persons who identify as Aboriginal people (5.3%). We also have over 330 volunteers across crisis support, retail and community engagement that contribute to the work we undertake.

Our Purpose

LLMWS's purpose is to empower and support individuals and communities to be resilient and suicide safe.

We do this through several key activities, such as:

Crisis Support

Staffed by accredited Crisis Supporters we take calls 24/7 through our 13 11 14 phone lines.

Suicide Prevention Initiatives and Support

We provide key activities such as aftercare and postvention supports and the implementation of means restriction programs.

Crisis Support Suicide Aftercare Program offers short term crisis support to people who have attempted suicide, are experiencing a crisis in their lives and/or who need someone to talk with. The program is designed to support people in need via short-term telephone-based support from an accredited crisis supporter.

Eclipse is a support group specifically designed for suicide attempt survivors and is a safe, non-judgemental support environment where participants can share their thoughts, feelings, and experiences with others. The Eclipse group is a structured eight-week program that supports participants well-being, develops safety and coping skills/strategies, and provides connectedness.

Suicide Bereavement support groups are an eight-week program where participants are supported through group connection and share their thoughts, feelings, and experiences within a safe space and with others who may understand the enormity of loss and grief.

Support After Suicide offers face to face and telephone support to those who have lost a loved one to suicide. The program supports families and carers with emotional, physical, and practical supports in the initial months following the suicide.

Means Restriction Initiatives include signs for identified hot spots such as bridges and dams within the Southwestern and Western Sydney regions.

Financial Counselling

A free, professional and confidential service provided by accredited Financial Counsellors, assisting and advocating those experiencing financial challenges.

Lifeline Retail Stores

Currently there are seven stores within the region, and money raised from the sale of donated items directly supports our vital services in the community.

Training

We provide industry-leading training programs on Domestic Violence, Mental Health First Aid and Crisis Support, targeting at-risk groups, culturally and linguistically diverse and Aboriginal and Torres Strait Islander communities, as well as corporates across the region.

Crisis Supporter Workplace Training (CSWT) is a workplace training program that builds skills in becoming a Lifeline Crisis Supporter. Lifeline's Crisis Supporters provide support to people in Australia who have difficulty coping and maybe at risk of suicide.

Applied Suicide Intervention Skills Training (ASIST) is a two-day program that supports participants to recognise when someone might be having thoughts of suicide and how to respond. The ASIST training supports the participants' application of suicide first aid in many settings (co-workers, friends, community members) and enables them to initiate safety strategies and further support.

Mental Health First Aid (MHFA) is a two-day workshop teaching participants how to assist people experiencing mental ill-health or a mental health crisis. MHFA discusses mental health concerns such as depression, anxiety, psychosis, substance misuse and potential crises that may arise for example, suicide ideation, panic attacks, self-harm.

Aboriginal Mental Health First Aid (AMHFA) is a specialist two-day workshop that teaches participants how to assist Aboriginal and Torres Strait Islander individuals experiencing mental ill-health or a mental health crisis. A First Nations Trainer delivers this program.

Mental Health First Aid for the Suicidal Person (MHFASP) consists of a four-hour face-to-face workshop and teaches participants how to support a person experiencing suicidal thoughts and behaviours.

SafeTALK aims to increase suicide awareness by teaching participants how to recognise signs of a person in distress and considering suicide. Participants learn how to respond appropriately to a person considering suicide and how to use available resources to link that person with professional help. DV Alert – Domestic Violence Response Training supports participants in identifying the different signs and forms of abuse and educates in the Cycle of Violence and Duluth Wheels of power and control, equality, and empowerment.

DV Aware – Domestic Violence Response Training is a three-hour session that helps raise awareness around domestic and family violence. Participants learn the fundamental skills and tools that will guide them to recognise domestic and family violence signs and how to implement preventative measures.

Read the Signs is a two-hour short course aimed at men to raise suicide awareness and understand the signs of stress and depression. It also provides tools for self-care and how to 'help a mate' stay safe.

Accidental Counsellor is aimed at those who would like to safely and effectively support friends, family, colleagues and strangers who are in distress or experiencing a crisis. The course provides participants with basic skills and a structure to provide immediate support and assistance using the 'Recognise, Respond, Refer' model. The skills learnt in the Accidental Counsellor course can be applied in many contexts and provide participants with skills in active listening, calming and gentle, practical questioning. Participants will also learn how to ask openly about suicide risk and respond safely whatever the answer.

Our Reconciliation Action Plan

Lifeline Macarthur and Western Sydney is dedicated in developing this Reflect RAP as a commitment to reconciliation. We are committed to the journey of bridging the gap; demonstrating inclusiveness, equality and for all who are a part of the organisation to deepening their understanding of Aboriginal and Torres Strait Islander cultures, enriching us both on a personal and organisational level.

Implementing our Reflect RAP is a key goal for Lifeline Macarthur and Western Sydney with guidance and direction coming from our executive leadership team. We will strive daily to uphold the principle of reconciliation and in our strategic objectives. We will commit to developing key relationships and strengthening our partnerships with Aboriginal and Torres Strait Islander peoples and the communities in which we work. We will endeavour to guide all staff in the responsibilities under our RAP and the need to be a part of our reconciliation journey.

Forming our RAP working group, through an EOI process to support the ongoing commitment of reconciliation, has been the very first step in our journey towards reconciliation. As we continue to focus on connecting further with community, we have commissioned a local artist to complete a piece of art for our Head Office in Smeaton Grange that signifies the local lands in which we work and live, bringing together the unique connection between Aboriginal and Torres Strait Islander people, their culture and connection to the land.





Our Partnerships and Current Activities

Lifeline Macarthur and Western Sydney further commit to supporting reconciliation from a partnership perspective and those who we engage with. We will continue to forge strong relationships across the network and engage with both internal and external partnerships.

We will commit to building on our collaborative relationship with the Tharawal Aboriginal corporation, and explore partnerships with other identified Aboriginal and Torres Strait Islander organisations and communities across both Western and South Western Sydney.

Our internal activities and initiatives:

NAIDOC WEEK 2021

Lifeline Macarthur and Western Sydney moved the planned NAIDOC Week event from a face-to-face event to an online platform due to COVID. The theme for this year 'Heal Country', calls for all of us to continue to seek greater protections for Aboriginal and Torres Strait Islander lands, waters, sacred sites and cultural heritage from exploitation, desecration, and destruction. Our NAIDOC Week celebrations included education and discussion on; what is NAIDOC Week; why was the NAIDOC Week 2021 theme selected and its meaning; the difference between Welcome to Country and Acknowledgement of Country and the importance of both; unveiling of the Lifeline Macarthur and Western Sydney artwork; and links/resources to further NAIDOC Week celebrations and information about NAIDOC.

SORRY DAY 2021

Lifeline Macarthur and Western Sydney attended the Australian Botanic Gardens Mount Annan to commemorate National Sorry Day.

Led by Uncle Ivan Wellington was a smoking ceremony and Welcome to Country was given by Aunty Fran Bodkin.

The event was in recognition of the trauma and loss that First Nations peoples, communities and families continue to experience and be affected by and past events. The day focused on healing and reconciliation.

Sorry Day 2021 - The Stolen Generation ceremony

The Campbelltown Police Aboriginal consultative committee NAIDOC Week event had to be cancelled due to the health restrictions brought about by COVID 19.

NATIONAL RECONCILIATION WEEK 2021

National Reconciliation Week was celebrated at Lifeline Macarthur and Western Sydney through internal advertising and the placing of posters and information throughout the organisation, we believe that allowing people to start a conversation that enables sharing and celebrating the history and culture of our First Nations peoples and their achievements forms part of our RAP journey.

NAIDOC WEEK 2020

Lifeline Macarthur and Western Sydney participated in an internal event, due to COVID-19 and the restrictions in place at the time did not allow for external participants. We engaged with a local Aboriginal woman to come and run a weaving workshop and was attended by twenty of our staff. Unfortunately, all external activities for NAIDOC Week 2020 were cancelled due to COVID.

NAIDOC WEEK 2019 VOICE, TREATY, TRUTH

Lifeline Macarthur and Western Sydney took part in Camden Council's NAIDOC event. We held a stall at the front of Council Chambers handing out information and providing support to the local Aboriginal and Torres Strait Islander communities around suicide prevention and postvention and social and emotional wellbeing.

We also participated in the Tharawal Aboriginal corporation's community event which was held on the grounds of Tharawal. We held a stall with interactive games around social and emotional wellbeing and about the specific Aboriginal and Torres Strait Islander peoples' programs we offer.

Relationships



In delivering our purpose to empower and support individuals and communities to be resilient and suicide safe, we must understand different perspectives and work in collaboration with community groups. Building strong and meaningful relationships with Aboriginal and Torres Strait Islander communities is important to Lifeline Macarthur and Western Sydney, as we look to improve social and emotional wellbeing for Aboriginal and Torres Strait Islander people, and work toward our vision of an Australia free of suicide.

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.	June 2022	Suicide Support Care Coordinator
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2022	Suicide Support Care Coordinator
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	General Manager Marketing & Fundraising Suicide Support
	• RAP Working Group members to participate in an external NRW event.	27 May -3 June 2022	Care Coordinator Suicide Support
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 2022	Care Coordinator General Manager Marketing & Fundraising
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all staff.	June 2022	Suicide Prevention Services Coordinator
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2022	Suicide Support Care Coordinator
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2022	General Manager Crisis Support & Suicide Prevention
4. Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	July 2022	Human Resources Manager
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	July 2022	

Respect



Lifeline Macarthur and Western Sydney understands that respect is central to developing relationships between Aboriginal and Torres Strait Islander people and other Australians. We aim to do this by building our knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and practices through cultural learning and by observing cultural protocols.

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 a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation.	February 2022	Retail Area Manager
	• Conduct a review of cultural learning needs within our organisation.	April 2022	Human Resources 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.	May 2022	Volunteer Program Manager
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2022	Suicide Prevention Services Coordinator
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 2022	Events Manager
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	Events Manager
	• RAP Working Group to participate in an external NAIDOC Week event.	July 2022	Suicide Support Care Coordinator Support RWG

Opportunities



At Lifeline Macarthur and Western Sydney, we are actively working toward improving employment opportunities for Aboriginal and Torres Strait Islander people within our organisation and looking to remove any possible barriers to recruitment, retention and professional development. We also look to support Aboriginal and Torres Strait Islander businesses and organisations where possible.

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	July 2022	General Manager Crisis Support & Suicide Prevention
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	July 2022	Human Resources Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	May 2022	Executive Assistant

Governance



At Lifeline Macarthur and Western Sydney, we will deliver our ongoing RAP commitments through best practice governance and ensure actions are incorporated into organisational processes where relevant. We will track and measure our RAP performance and work with Reconciliation Australia to deliver independent oversight of our RAP progress.

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Maintain a RWG to govern RAP implementation.	Review October 2022	Suicide Support Care Coordinator
	• Review and update Terms of Reference for the RWG.	Review October 2022	Suicide Prevention Services Coordinator
	• Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Review October 2022	Suicide Support Care Coordinator
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	October 2022	Suicide Prevention Team Leader
	• Continue to engage senior leaders in the delivery of RAP commitments.	October 2022	Suicide Prevention Team Leader
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2021	Suicide Prevention Services Coordinator
12. Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022	Suicide Support Care Coordinator
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	April 2023	CEO Lifeline Macarthur and Western Sydney

Our Reconciliation Action Plan Working Group

Our Reconciliation Action Plan Working Group is made up of team members representing the business units and across our Western Sydney and South Western Sydney locations who are committed to reconciliation.



Aaron Evans

Crisis Support Manager



Stephanie Georgy

Volunteer Program Manager



Kirsten Gray

Community Member/Artist – First Nations



Brad Hannagan

Chief Executive Officer – RAP Champion



Jenny Holmes

Suicide Support Care Coordinator – First Nations



Suzanne Mazy

Retail Area Manager



Ann Murphy

Roster Clerk / In Shift Supervisor



Leesa Potter

General Manager Crisis Support and Suicide Prevention



Anne Rogers

Team Leader Suicide Prevention



Ryan Roumieh

Suicide Prevention Services Coordinator



Caroline Summerfield

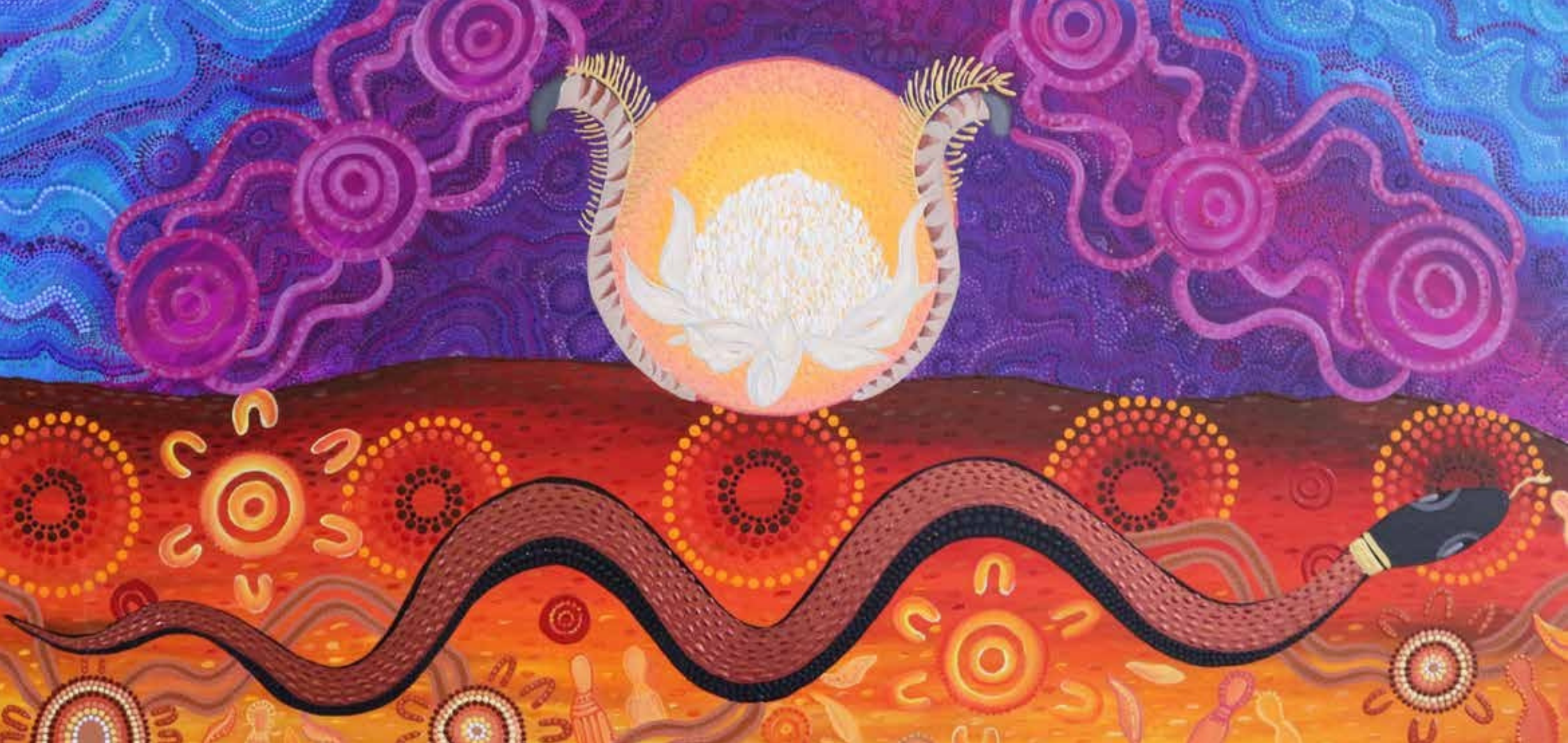
Financial Counsellor



Diana Vizard


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