



REFLECT

Reconciliation Action Plan

August 2023 - January 2025



Table of Contents



Acknowledgement of Country	3
Artwork	4
Message from the Director	5
Statement from the CEO of Reconciliation Australia	6
Our business	7
Our Reconciliation Action Plan	8
Our partnerships and current activities	9
Our Action Plan: Relationships	10
Our Action Plan: Respect	12
Our Action Plan: Governance	14
Contact Details	16

Acknowledgement of Country



Community Therapy Acknowledges the traditional custodians of the land on which we Work, Learn and Live; the Awabakal, Darkinjung, Worimi, Wonnarua Peoples.

We Acknowledge and pay respects to elders, past, present and emerging and recognise their continuing connection to land, water and community.

About the Artwork



About the Artist

Jade Holborow is the founder of Wandyu Art and a local contemporary Indigenous artist. Jade states that “she traces back her Indigenous culture and expresses it through contemporary art”.



Jade hand paints her Indigenous contemporary artworks in a home studio on Awabakal Country. She is inspired by a Wiradjuri woman named Aunty Gail; both Wiradjuri descendants tracing back their history. Jade’s art is a tribute to her father who passed. He really wanted to learn more about his culture and faced challenges due to the lack of information around the Stolen Generation.

Jade’s tribe is Wiradjuri, however she spent most of her teenage days living on Worimi Country.

About the Artwork

The Design is called Ngumbaaydyil or “All Together” and in the artist's words;

“Sacred sites, land and the Dreaming are places within the landscape which have a specific significance under Aboriginal tradition. Storyline - once the ancestor spirits created the world, they themselves transformed into trees, stairs, rocks, watering holes and more. Allowing all to come together in one place. All are one”.



Community Therapy acknowledge the First Nations people of the land on which we work, learn and live.

**Awabakal, Darkinjung,
Wonnarua and Worimi Country.**

We pay respects to Elders past,
present and emerging.



Message from **our Director**

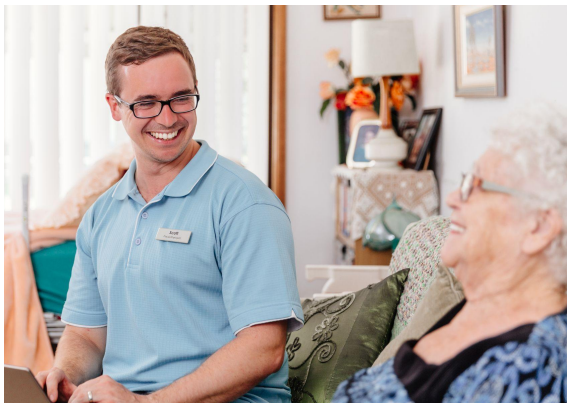


I am pleased to present the Community Therapy “Reflect” Reconciliation Action Plan; our first major step as a company to sustainably and strategically take meaningful action to advance reconciliation.

I would like to thank Community Therapy’s dedicated Reconciliation Working Group for progressing our Reconciliation Action Plan to this point to achieve formal endorsement.

Community Therapy has been changing people’s lives in meaningful ways every day since its inception in 2016, and the impact of our services across the Central Coast and Hunter New England regions continues to grow. We feel an increased responsibility as an expanding organisation to lead by example in all that we do, and our Reconciliation Action Plan is a significant step forward and commitment to ongoing change within our team and local communities.

We are looking forward to progressing further in our reconciliation journey and I could not be more proud of the steps our team has taken to reach this point.



Scott Lynch, APAM

Founder & Managing Director
Community Therapy

Statement from the **CEO of Reconciliation Australia**



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

Community Therapy 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 Community Therapy 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 Community Therapy, 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



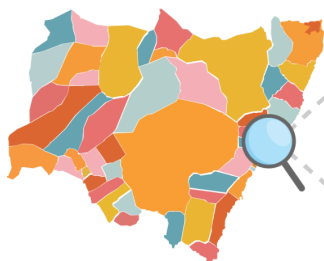
Community therapy is a locally owned business providing mobile allied health services to the aged care and disability sector across Awabakal, Darkinjung, Wonnarua and Worimi Country in the Central Coast and Hunter New England local health districts of New South Wales.

Our mission is to support, enable and empower our clients to live enriched and meaningful lives by providing high quality services. We partner with Aged Care organisations, NDIS providers, private health insurers and other healthcare companies, as well as private paying individuals to provide expert allied health services to adults with disabilities and older adults.

In addition to our core business of allied health services Community Therapy provides online training for healthcare workers and organisations, as well as providing free online healthcare resources such as; website articles building awareness around different health conditions, Community Health TV Youtube channel, educational resources via social media such as; Facebook, Instagram, Twitter and LinkedIn, as well as the Community Health Podcast which features interviews with innovative healthcare professionals and founders.

Community Therapy employs 113 people consisting of Physiotherapists, Occupational Therapists, Speech Pathologists, Dietitians, Massage Therapists, Exercise Physiologists, Massage therapists, Therapy Assistants, as well as marketing, administration, finance, website development and management teams. We currently have 2 team members who reported that they identify as Aboriginal and/or Torres Strait Islander people .

NSW Lands



Our **Reconciliation Action Plan**



As a team we are privileged to work and live on beautiful lands that First Nations peoples have cared for, for millennia, trusted to support Older Australians and people living with a disability across our regions and work alongside First Nations organisations such as Awabakal and Yerin Eleanor Duncan to support those who identify as Aboriginal and/or Torres Strait Islander people.

We are changing people's lives in meaningful ways every day and the impact of our services across the Central Coast and Hunter New England continues to grow. We have increased responsibility as an organisation to lead by example in all that we do therefore we are proud to take the next step to impact real change across the community through the commencement of our Reconciliation Action Plan.

Community Therapy have set up a Reconciliation Working Group (RWG) in 2022 consisting of team members from different clinical and leadership streams to lead our RAP and ensure wider team engagement throughout the journey. Our team incorporates the Business Development Manager from the Executive Leadership team, Clinical leads of Occupational Therapy and Physiotherapy, HR and Compliance Officer from our Administration team, One therapist from Occupational therapy team and one therapist from our Physiotherapy team. Community Therapies RWG has two members who identify as First Nations people. Our RWG Champion is the Clinical Lead of Physiotherapy who identifies as an Aboriginal person.

The RWG has a quarterly meeting set-up with minutes and actions taken at each meeting, as well as a workplace online chat forum to progress initiatives and share ideas along the way. At the initial meeting the RWG shared their “why” for joining the group and their vision for the RWG and RAP and impact on Community Therapy and our local community. All minutes and resources from the RWG meetings and team are available to the wider team through our Community Therapy intranet and we also post major updates to the wider team following meetings.

In terms of RAP implementation we are a process-driven organisation and our RWG will oversee that the objectives are met via our quarterly meetings and strategic planning led by our dedicated team. All of our team across Community Therapy are involved in discipline-specific team meetings either weekly or fortnightly, as well as fortnightly one to one meetings, and these provide an efficient avenue to action RAP items across our large team in a timely manner.

Our **partnerships** and current **activities**



Our team provides Allied Health services to the Aboriginal and Torres Strait Islander peoples living within residential aged care facilities and in the community across the Awabakal, Darkinjung, Wonnarua and Worimi Country. We currently partner with stakeholders of First Nations organisations such as Awabakal and Yerin Eleanor Duncan which are services that provide comprehensive, culturally responsive primary health care to the local Aboriginal and Torres Strait Islander community within their respective locations. This partnership has allowed us to assist the Allied Health needs and outcomes of Aboriginal and Torres Strait Islander people across Darkinjung and Awabakal Country.

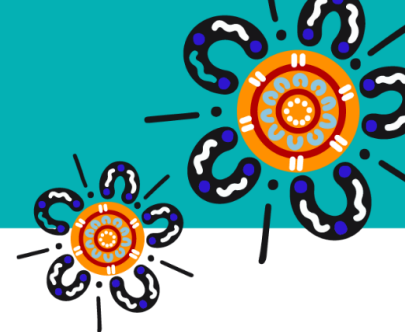
To date community therapy has begun several activities of reconciliation including;

Incorporating Acknowledgement of Country into all inductions, meetings and social events to show respect and recognise Aboriginal Torres Strait islander peoples as the Traditional Owners of the land. As our company is community based and we are mostly contacting people online we have included the Acknowledgement to Country into all staff's email signatures as well as the websites to again, show respect and recognise Aboriginal Torres Strait islander peoples as the traditional owners of the land even within a contemporary digital landscape.

Community therapy promotes National Celebrations including NAIDOC week to all staff members providing insight into the purpose of the celebration and encouraging attendance at local events.



Our Action Plan - Relationships



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	March 2024	Lead: Business Development Manager
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	February 2024	Lead: Business Development Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2024	Lead: Business Development Manager Support: Clinical Lead Physiotherapist
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	27-May - 3 June 2024	Lead: Business Development Manager Support: Clinical Lead Occupational Therapist
	<ul style="list-style-type: none"> 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	Lead: Clinical Lead Physiotherapist
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	27-May - 3 June 2024	Lead: Business Development Manager Support: Clinical Lead Physiotherapist
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	March 2024	Lead: Business Development Manager Support: HR and Compliance Officer
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	March 2024	Lead: Business Development Manager Support: HR and Compliance Officer
4. Promote positive race relations through	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	October 2023	Lead: HR and Compliance Officer

Action	Deliverable	Timeline	Responsibility
anti-discrimination strategies.	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	October 2023	Lead: HR and Compliance Officer



Our Action Plan - 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.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	November 2023	Lead: Business Development Manager Support: HR and Compliance Officer
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	November 2023	Lead: Business Development Manager Support: HR and Compliance Officer
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	September 2023	Lead: Physiotherapist Support: Occupational Therapist
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	April 2024	Lead: Clinical Lead Physiotherapist Support: Clinical Lead Occupational Therapist
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	First week in July 2024	Lead: Physiotherapist Support: Occupational Therapist
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	First week in July 2024	Lead: Physiotherapist Support: Occupational Therapist
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July 2024	Lead: Physiotherapist Support: Occupational Therapist



Our Action Plan - Opportunities



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.	August 2023	Lead: Business Development Manager Support: HR and Compliance Officer
	<ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2024	Lead: Business Development Manager Support: HR and Compliance Officer
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.	March 2024	Lead: Physiotherapist Support: Occupational Therapist
	<ul style="list-style-type: none">Investigate Supply Nation membership.	June 2023	Lead: Physiotherapist Support: Occupational Therapist



Our Action Plan - Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation. 	August 2023	Lead: Clinical Lead Physiotherapist Support: Business Development Manager
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	August 2023	Lead: Clinical Lead Physiotherapist Support: Business Development Manager
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	August 2023	Lead: Clinical Lead Physiotherapist Support: Business Development Manager
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	August 2023	Lead: Clinical Lead Physiotherapist Support: Business Development Manager
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	August 2023	Lead: Physiotherapist Support: Occupational Therapist
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	August 2023	Lead: Clinical Lead Physiotherapist Support: Business Development Manager
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	August 2023	Lead: Physiotherapist Support: Occupational Therapist
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> 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. 	December 2024	Lead: Clinical Lead Occupational Therapist Support: Business Development Manager

Action	Deliverable	Timeline	Responsibility
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	1 August 2023	Lead: Clinical Lead Physiotherapist Support: Clinical Lead Occupational Therapist
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	30 September 2023	Lead: Clinical Lead Physiotherapist Support: Clinical Lead Occupational Therapist
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	October 2024	Lead: Clinical Lead Physiotherapist Support: Clinical Lead Occupational Therapist

Contact Details

John O'Brien

Business Development Manager

Phone: 0415 367 519

Email: john@communitytherapy.com.au



RECONCILIATION
ACTION PLAN

REFLECT