

Carers NSW

# REFLECT RECONCILIATION ACTION PLAN

January 2023 - January 2024



# About the Artist

## Lua Pellegrini

Lua Pellegrini is a young Wiradjuri Woman and young carer who grew up on Darug country in Western Sydney. She is currently studying at the University of NSW completing a Bachelor of Fine Arts/Arts majoring in Indigenous Studies. Lua's love for art began at a young age, however her passion for expressing her culture through art only began after spending time painting with her Elders when she was in high school.



Lua's 2019 HSC major work *Our Past, Her Future* was featured on the cover of the 2020 Catholic Schools guide and was showcased in the Grace Cossington Smith Gallery. That same year, Lua was humbled to be asked to exhibit her work on the Reconciliation Wall at NSW Parliament House beginning her exhibition *Our Past, Our Future* in NAIDOC Week 2020. As an emerging artist, Lua's experience has grown throughout 2021 and 2022. Most notably Lua is the proud designer of the Sydney Swans Marngrook Guernsey, *Duguwaybul Yindyamangidyal (all together respectfully)*. Lua has also created work for Youth Action, The Office of the Advocate for Children and Young People and oOh! Media. Lua is also currently the Artist in Residence at St Andrew's College within the University of Sydney.

## Artist Statement

The cover artwork represents the diversity of carers and their communities including First Nations carers, young carers, those from culturally and linguistically diverse backgrounds and carers in regional, rural, and remote NSW and how these communities are interwoven through their connection of providing care. The work aims to convey Carers NSW commitment to ensuring they can support First Nations carers and First Nations staff members across the organisation through deep reflection and building stronger relationships.

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# Foreword

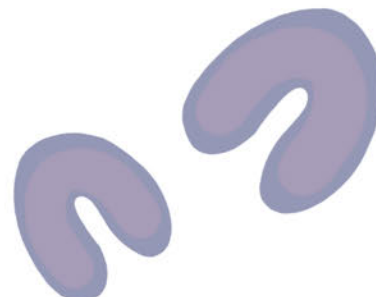
I am pleased to present Carers NSW second Reconciliation Action Plan January 2023-January 2024 (RAP).

Aboriginal and Torres Strait Islander peoples, as the Traditional Custodians of the land, hold a unique place in Australia. With the longest living continuous cultures in the world, we are all enriched by the cultures, histories and traditions of Australia's Aboriginal and Torres Strait Islander peoples.

Reconciliation is an ongoing journey, and I believe that we must all continue to take action to enable healing and promote equity between Aboriginal and Torres Strait Islander peoples and other Australians. Carers NSW RAP reflects how we can continue to take steps towards reconciliation in Australia.

Carers NSW aims to be a carer-focused, open and inclusive, respectful and accountable organisation, and I am proud to see that our RAP is centred around these values. I look forward to bringing to life our vision for reconciliation through our RAP, and to sharing our ongoing progress on this journey with you.

**Michele Ferris**  
President  
Carers NSW





# An Introduction from Our CEO



A carer is any individual who provides unpaid care and support to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. Across NSW, there are around 850 000 carers with this number expected to grow.<sup>1</sup>

As the peak organisation for carers in NSW, we want to make sure that the important role that Aboriginal and Torres Strait Islander peoples play in caring for their families, friends and communities is acknowledged and supported. Carers make significant contributions to the health, wellbeing and participation of those they support.

Carer recognition legislation and commitment from the NSW Government to carer-focused initiatives in NSW have seen increased recognition of the extensive contributions made by carers across the state.

However, carers in NSW continue to experience significant disadvantage associated with their caring role. Research indicates caring can have negative impacts on carer health and wellbeing, social and community participation and financial security.

These impacts are often more pronounced for Aboriginal and Torres Strait Islander carers who are more likely than other Australians to take on a caring role and may face compounding, intersectional barriers to achieving positive outcomes.



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[1] Australian Bureau of Statistics (2019) Survey of Disability, Ageing and Carers 2018, TableBuilder Dataset. Australian Government, Canberra.

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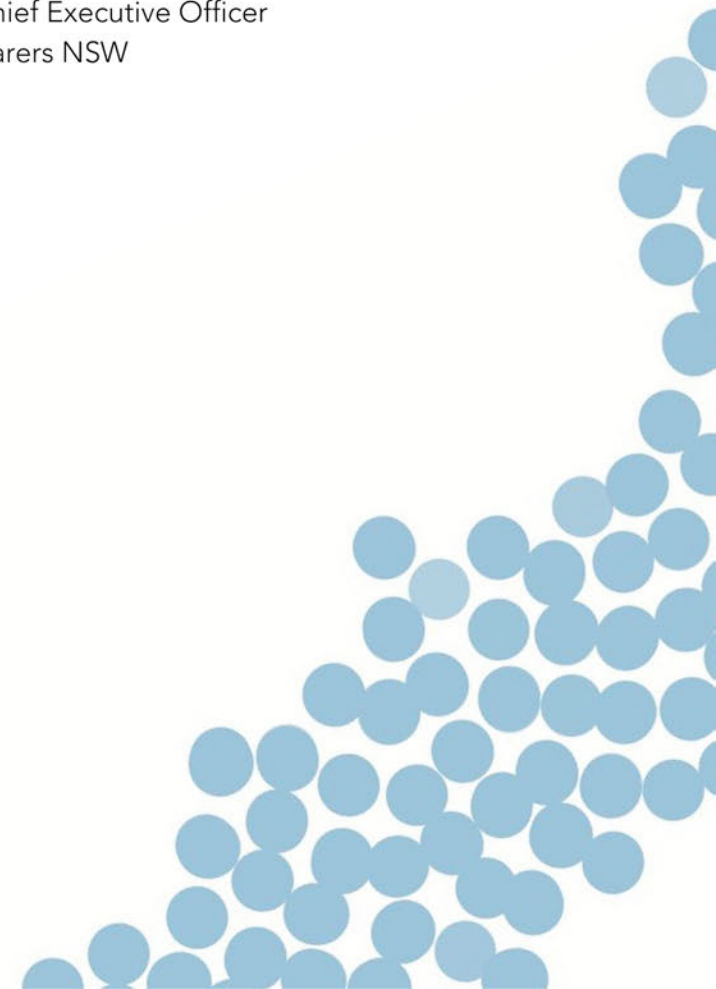
Aboriginal and Torres Strait Islander peoples' histories, cultures and languages often uniquely shapes their experiences of care and caring. A clear response from our organisation is needed to ensure that our services are equipped and capable of effectively and safely supporting and representing Aboriginal and Torres Strait Islander carers.

Building on the success of our first RAP, while acknowledging significant challenges providing support in NSW over recent years including natural disasters and COVID-19, Carers NSW Reflect Reconciliation Action Plan January 2023-January 2024 provides the framework for reflection and reconnection with Aboriginal and Torres Strait Islander carers and communities.

Carers NSW remains committed to upholding Aboriginal and Torres Strait Islander peoples' right to self-determination. I am confident that our RAP will help us to develop and strengthen our relationships with Aboriginal and Torres Strait Islander carers, communities and organisational partners to build services and supports where Aboriginal and Torres Strait Islander cultures are recognised, celebrated and help to inform our work as an organisation.

Our RAP, founded on our vision for reconciliation, will drive us to make a positive contribution to a more equitable Australia that values and supports Aboriginal and Torres Strait Islander peoples. I want to take this opportunity to invite you to join us as we continue our journey to reconciliation.

Elena Katrakis  
Chief Executive Officer  
Carers NSW





# Carers NSW Vision for Reconciliation

Our vision is for a reconciled nation that values and respects the voices, experiences and contributions of Aboriginal and Torres Strait Islander peoples.

Carers NSW values the vital contribution that Aboriginal and Torres Strait Islander carers make to their family, friends and communities and acknowledges that many challenges experienced by Aboriginal and Torres Strait Islander carers stem from historic mistreatment, systemic discrimination and inter-generational trauma.

In order to achieve this vision of reconciliation, Carers NSW aims to develop and strengthen community partnerships with Aboriginal and Torres Strait Islander peoples, recognising and respecting their diversity. We will engage in genuine relationships with Aboriginal and Torres Strait Islander carers, communities and organisational partners so that our work supports improved outcomes for Aboriginal and Torres Strait Islander carers.

Carers NSW aims to increase awareness, recognition and support of carers in Aboriginal and Torres Strait Islander communities and throughout New South Wales. By effectively identifying and supporting Aboriginal and Torres Strait Islander carers we can improve service access and provision to contribute to better outcomes for Aboriginal and Torres Strait Islander peoples, and progress our vision of equity.



# Our Business

Carers NSW is the peak non-government organisation representing carers living in New South Wales. Carers NSW works with all carers regardless of their age, location, life stage or circumstance. It has been operating in NSW for over 45 years and strives to lead change and action for all carers across NSW. Carers NSW is part of the National Carer Network and a member of Carers Australia. Carers NSW is a not-for-profit registered charity and company limited by guarantee governed by a Board of Directors.

Carers NSW Strategic Plan 2021-24 outlines that our vision is an Australia that values and supports all carers. Our goals are to:

- Be a leading carer organisation in which carers have confidence
- Actively promote carer recognition and support
- Actively support carers to navigate a changing service landscape that will be characterised by ongoing policy reform
- Promote connected community experiences and opportunities for carers that are inclusive of diverse carer groups
- Lead and advocate for carer-specific and carer-inclusive policy making, research and service delivery
- Continue to be a quality-driven, responsive and carer-focused organisation

Carers NSW is based in Sydney, with regional offices located in Coffs Harbour and Newcastle and a number of co-located smaller offices across the state.

Carers NSW acknowledges the Traditional Owners of the lands and waters our offices are located on, including the Gorualgal (North Sydney), Gumbaynggirr (Coffs Harbour), Awabakal (Newcastle), Gamilaroi (Tamworth), Jerrinja (Shoalhaven) and Bundjalung (Ballina) peoples.

Carers NSW provides a range of services to support carers across NSW. In our capacity as a peak organisation, Carers NSW provides education and training to carers, conducts research to better understand carer experiences, needs and effective supports, and advocates for better outcomes for carers based on current evidence. Carers NSW facilitates a number of projects that provide support for carers, including:

- Young Carer program
- Care2Prepare
- Carer Career Guidance
- Carers + Employers





Carers NSW is also the Carer Gateway Service Provider for region NSW 4 servicing Hunter New England, Central Coast and the North Coast of New South Wales.

Carer Gateway is a national network for carers which commenced in April 2020, providing a single-entry point to access a range of support services. Carer Gateway aims to reach carers early in their caring journey and provide local supports to help carers manage their daily challenges, reduce stress and plan for the future. There are four Carer Gateway Service Providers in NSW.

Carers NSW, through Carer Gateway, provides carers within region NSW 4, the following supports to better assist them in their caring role:

- Carer support planning
- Counselling
- Peer support groups to connect with other carers
- Planned and emergency respite care to allow carers to take a break from their caring role
- Carer directed support package
- Information and online support including coaching and skills training.

As of 21 December 2022, Carers NSW employs 85 staff members across NSW. This includes four Aboriginal and Torres Strait Islander identified staff members.

Carers NSW receives funding from a range of sources including the NSW Department of Communities and Justice (DCJ) and the Australian Government Department of Social Services (DSS). Carers NSW also receives one-off project funding for specific activities.



# Our Reconciliation Action Plan

Carers NSW has continued to focus on strengthening our commitment to Aboriginal and Torres Strait Islander peoples and carers for almost ten years.


In January 2014, the Carers NSW Board and Executive management team approved the development of Carers NSW first Reconciliation Action Plan in recognition of the needs for a dedicated organisational focus on improving equity for Aboriginal and Torres Strait Islander peoples. A RAP Working Group was established in February 2015. Carers NSW first RAP was an Innovate RAP, implemented from October 2016 to October 2018. A summary of achievements delivered during this period was reported in December 2019. Carers NSW is eager to ensure the progress made during the previous RAP continues, while also reflecting on a number of existing focus areas and opportunities in our workplace's reconciliation journey. The re-establishment of a Reconciliation Action Plan is fundamental for Carers NSW in formalising our commitment as a workplace to reconciliation in Australia.

Since the completion of the previous Innovate RAP in 2018, Carers NSW has experienced significant changes to our direct service delivery footprint and scope due to the transition to Carer Gateway in NSW.

Additionally, a number of new programs or projects have been funded, while funding for others has ceased or transitioned to other programs due to ongoing care sector reforms. The COVID-19 pandemic and consecutive natural disasters in NSW have also heavily impacted on carers and Carers NSW activities since the completion of the previous RAP, with Carers NSW prioritising the provision of key information, advocacy and support for carers through this prolonged period of crisis.

The Carers NSW RAP Working Group has continued to meet regularly during this time despite significant challenges to progress development on our next RAP, discuss opportunities to improve service provision and practices and to promote staff awareness of Aboriginal and Torres Strait Islander carers through cultural events. The Terms of Reference for the group is reviewed annually.





In consultation with the Carers NSW Board, Executive and Management teams and employees across the organisation, it has been determined that it was appropriate for Carers NSW to create a Reflect RAP.

A Reflect RAP provides the foundation for Carers NSW to better understand and improve our sphere of influence within our activities and services in the context of a changing service landscape for carers in NSW.

To ensure that the RAP reflected the experiences of the many staff across Carers NSW who engage with or support Aboriginal and Torres Strait Islander carers, the RAP Working Group conducted consultations with Carers NSW staff throughout the development of the new RAP. Staff participated in facilitated small group discussions and completed a survey to provide feedback on the scope and directions of the RAP.

Carers NSW RAP is also aligned with broader carer policy and projects underway in NSW. The NSW Carers Charter, Schedule 1 of the NSW Carers (Recognition) Act 2010, states that Aboriginal and Torres Strait Islander values, heritage and concepts of caring should be respected and valued. Furthermore, the NSW Carers Strategy: Caring in NSW 2020-2030, co-designed in consultation with Aboriginal carers and service providers, identifies Aboriginal and Torres Strait Islander carers as a targeted carer group within the Strategy and associated Action Plans, with NSW Government committed to targeted actions

that aim to significantly improve outcomes for Aboriginal and Torres Strait Islander carers. Ongoing involvement in a number of projects associated with the Strategy will provide ongoing opportunities to implement and progress our RAP.

## Our RAP Working Group

Carers NSW RAP Champion is:  
Joshua Maguire – Practice Specialist

Carers NSW RAP Working Group is:

- Melissa Docker – Senior Policy & Development Officer
- Rebecca Smith – Team Leader IPPS & Coaching
- Joanne Chapman – Carer Coach
- Vanessa Szeto – Executive Manager HR & Quality
- Alison Goodwin – Manager Projects
- Joshua Maguire – Practice Specialist

The Reconciliation Action Plan Working Group will engage staff across the Carers NSW, including senior management, to ensure the actions and deliverables are implemented effectively. The RAP Working Group consists of Carers NSW staff drawn from across Carers NSW programs and offices, including one First Nations staff member.



# Our Current Partnerships

Carers NSW has a strong focus on working collaboratively to improve outcomes for carers. In the past, Carers NSW has partnered with a number of Aboriginal and Torres Strait Islander stakeholder groups and organisations in the development of resources for Aboriginal and Torres Strait Islander carers, or organisations who are working with Aboriginal and Torres Strait Islander carers. However, as a result of the change in the geographic footprint of Carers NSW direct services during the transition to Carer Gateway, coinciding with reduced community networking opportunities due to social distancing measures relating to COVID-19, a number of Carers NSW existing relationships and partnerships with Aboriginal and Torres Strait Islander stakeholder groups and organisations have lapsed and it has been difficult to develop new relationships in new service regions.

Despite significant challenges in recent years, Carers NSW has continued to acknowledge and celebrate Aboriginal and Torres Strait Islander dates of significance through hosting internal events for National Reconciliation Week and NAIDOC week. The RAP Working Group has focused on improving awareness of Aboriginal and Torres Strait Islander peoples through recognition and promotion of other key dates of cultural significance throughout the year.

Carers NSW, as the peak organisation representing carers in New South Wales, works closely with Aboriginal and Torres Strait Islander stakeholders in the development and delivery of the Carers NSW biennial National Carer Survey.



With a growing focus on Indigenous Data Sovereignty, Carers NSW is working to increase engagement with, and participation of, Aboriginal and Torres Strait Islander carers throughout the entirety of our research projects.

This has included ensuring Aboriginal and Torres Strait Islander representation on our 2020 and 2022 National Carer Survey Academic Working Groups.

As the Carer Gateway service provider for region NSW 4, Carers NSW has a dedicated team of Outreach Liaison Workers who have been working in the local community to increase the pathways to services and tailored support under Carer Gateway for Aboriginal and Torres Strait Islander carers.

Our Outreach Team based across Coffs Harbour, Tamworth, Newcastle and Ballina regularly attend and hold Aboriginal and Torres Strait Islander events such as stalls at NAIDOC week and other significant celebrations in the local community.

Carers NSW is eager to increase our partnerships with Aboriginal and Torres Strait Islander peoples and services, aided by the implementation of meaningful and culturally appropriate activities in our Reflect RAP.



# Relationships

Carers NSW is committed to actively building and maintaining strong, genuine and respectful relationships and connections with Aboriginal and Torres Strait Islander carers and communities. As the peak organisation for carers in NSW, we aim to deliver state-wide, cross-cultural service and support. This makes it essential for Carers NSW to have strong relationships with Aboriginal and Torres Strait Islander carers, communities and service providers.

Many Aboriginal and Torres Strait Islander peoples who have caring roles do not identify themselves as a carer and may not know of, or access, the support services available. We are committed to building accessible services to meet the needs of these carers within the community. This includes adapting support practices and services to meet different caring circumstances, while also acknowledging and respecting kinship arrangements and community networks.

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	Executive Manager, Carer Gateway Operations, Manager Community Engagement, Carer Gateway Executive Manager Policy, Development and Research
	Develop and implement an Aboriginal Carer Engagement Strategy to establish and strengthen relationships with relevant Aboriginal and Torres Strait Islander stakeholders.	August 2023	Executive Manager, Carer Gateway Operations Executive Manager Policy, Development and Research Practice Specialist



Action	Deliverable	Timeline	Responsibility
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	November 2023	Manager, Community Engagement Executive Manager, Policy, Development and Research
	Identify a repository of Aboriginal and Torres Strait Islander stakeholders and organisations and integrate listings into the Carers NSW Customer Relationship Management (CRM) system.	July 2023	Executive Manager, Finance and Corporate Services Executive Manager, Carer Gateway Operations
2. Build relationships through celebrating National Reconciliation Week (NRW).	Distribute annually Reconciliation Australia's NRW resources and reconciliation materials to all Carers NSW staff.	May 2023	CEO Manager, Communications
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2023	CEO Practice Specialist
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2023	CEO Practice Specialist
	Carers NSW to support or hold an event that recognises and celebrates NRW each year.	27 May - 3 June 2023	CEO Executive Manager, HR & Quality Practice Specialist
3. Promote reconciliation through our sphere of influence.	Engage Carers NSW staff and stakeholders through social media, newsletters, annual reports, SharePoint and our website to promote our commitment to reconciliation.	Ongoing, monitor May 2023 and November 2023	Manager, Communications
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Ongoing, monitor May 2023 and November 2023	Aboriginal Outreach Worker Manager, Community Engagement

Action	Deliverable	Timeline	Responsibility
	Investigate ways to create an inclusive and welcoming office space for all Aboriginal and Torres Strait Islander staff and carers.	January 2023	Executive Manager, HR & Quality Manager, Community Engagement Manager, Carer Support & Planning
	Identify other organisations who are on their reconciliation journey (including within the RAP Network) that we could approach to collaborate with on relevant RAP deliverables.	Ongoing, monitor May 2023 and November 2023	Aboriginal Outreach Worker Manager Community Engagement
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	April 2023	Executive Manager, HR & Quality
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	April 2023	Executive Manager, HR & Quality



# Respect

Carers NSW recognises that Aboriginal and Torres Strait Island people are the Traditional Custodians of the lands and waterways, and have cared for and occupied this continent for over 65,000 years. Carers NSW acknowledges that we have the oldest continuing cultures on the planet and respects Aboriginal and Torres Strait Islander continual cultures, practises and connection to the land and water. We value opportunities to learn and train our staff in Aboriginal and Torres Strait Islander people’s cultures and cultural practises and want to focus on identifying further opportunities to respect and strengthen our relationships and knowledge of these practises when working and providing support to the community.

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Conduct a review of cultural learning needs within our organisation.	February 2023	Executive Manager, HR & Quality Practice Specialist
	Begin the development of cultural awareness training strategy for all staff.	January 2023	Executive Manager, HR & Quality Practice Specialist
	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop and deliver cultural training.	May 2023	Executive Manager, HR & Quality Practice Specialist
	Share on Carers NSW internal communication platforms such as SharePoint any cultural days of significance, historical and contemporary stories around cultures.	November 2023	Manager, Communications
	Encourage staff to access other relevant external cultural trainings to build on learning and connection.	November 2023	Executive Manager, HR & Quality



Action	Deliverable	Timeline	
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Deliver a 'Lunch N Learn' session that increases understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June 2023	Team Leader IPPS + Coaching Practice Specialist
	Review and update our current cultural protocol document, including protocols for delivery of Welcome to Country and Acknowledgement of Country.	February 2023	Executive Manager, HR & Quality Practice Specialist
	Provide training to all staff on the importance and significance of an appropriate Acknowledgment of Country which will be used in induction training for new staff.	April 2023	Executive Manager, HR & Quality Practice Specialist
	Continue to include an Acknowledgement of Country or Welcome to Country, delivered by Elders other appropriate people at the commencement of all significant events e.g. office opening, Carers Week events, Conferences.	Ongoing, monitor May 2023 and November 2023	Manager, Communications
	Review the current Carers NSW email signature statement that Acknowledges Country and tailor this to provide a more inclusive statement to recognise the different Traditional Lands each staff member is working from.	January 2023	Manager, Communications
	Include an Acknowledgement of Country in Carers NSW publications, including Carers News, eNews and YC eNews.	Ongoing, monitor May 2023 and November 2023	Manager, Communications Executive Manager Policy, Development & Research

Action	Deliverable	Timeline	Responsibility
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	CEO Manager, Communications
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	Manager Community Engagement, Manager, Communications
	Create an internal NAIDOC Week celebration event, including relevant communications, that all Carers NSW staff can attend.	July 2023	Executive Manager, HR & Quality
	RAP Working Group to participate in an external NAIDOC Week event.	July 2023	CEO Executive Manager, Carer Gateway Operations
	All staff to be given the opportunity to participate in an external NAIDOC Week event.	July 2023	CEO Executive Manager, Carer Gateway Operations
	Encourage the Carer Gateway Outreach team to book stalls and attend external NAIDOC week events around region NSW 4.	June 2023	Manager, Community Engagement Aboriginal Outreach Worker

# Opportunities

Carers NSW acknowledges and values the strength and abilities that Aboriginal and Torres Strait Islander peoples can bring to the organisation and we are committed to eliminating the barriers they can face when applying for roles or other opportunities with the organisation.

Carers NSW recognises the importance of providing opportunities created through vocational education, employment and procurement for Aboriginal and/or Torres Strait Islander clients and organisations are pivotal to build equitable educational and employment opportunities. Carers NSW is committed to creating employment opportunities that encourages and supports Aboriginal and Torres Strait Islander peoples and carers to join the organisation.

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Continue to implement an Aboriginal and Torres Strait Islander traineeship program for Carers NSW.	January 2023	Executive Manager, HR & Quality Practice Specialist
	Develop a business case for increasing Aboriginal and Torres Strait Islander employment within our organisation.	March 2023	Executive Manager, HR & Quality Practice Specialist
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	February 2023	Executive Manager, HR & Quality Practice Specialist
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2023	Executive Manager, HR & Quality Practice Specialist
	Update the statement on all job postings to be more inclusive and recognise the strengths Aboriginal and Torres Strait people can bring to the organisation.	January 2023	Executive Manager, HR & Quality Practice Specialist



Action	Deliverable	Timeline	Responsibility
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander people, such as advertising through organisations such as Koori Mail.	Ongoing, monitor May 2023 and November 2023	Executive Manager, HR & Quality HR Officer Practice Specialist
	Encourage and assist Aboriginal and Torres Strait Islander staff to access professional development through providing access to specific mentoring support (i.e. Barranggirra).	Ongoing, monitor May 2023 and November 2023	Executive Manager, HR & Quality Practice Specialist
	Explore/scope the development of a Carers NSW Aboriginal and Torres Strait Islander employee reference group.	November 2023	Executive Manager, HR & Quality Practice Specialist
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Continue Supply Nation membership and promote our membership to staff.	November 2023	Executive Manager, HR & Quality
	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	February 2023	Executive Manager, HR & Quality
	Encourage staff to support and purchase from Aboriginal and/or Torres Strait Islander business in the community.	January 2023	Executive Manager, HR & Quality Practice Specialist
	Review Carers NSW method of tracking procurement from Aboriginal and/or Torres Strait Islander businesses to ensure that this can be monitored over time to measure improvement.	November 2023	Executive Manager, HR & Quality Executive Manager, Finance and Corporate Services
	Update Carers NSW Procurement Policy to ensure quotes from Supply Nation registered businesses are sourced and considered for all relevant projects.	February 2023	Executive Manager, HR & Quality

# Governance

Carers NSW will ensure that all staff, including the Board and CEO are aware of their responsibilities under the RAP and that relevant information is collected, reported and communicated to monitor the progress of our RAP.

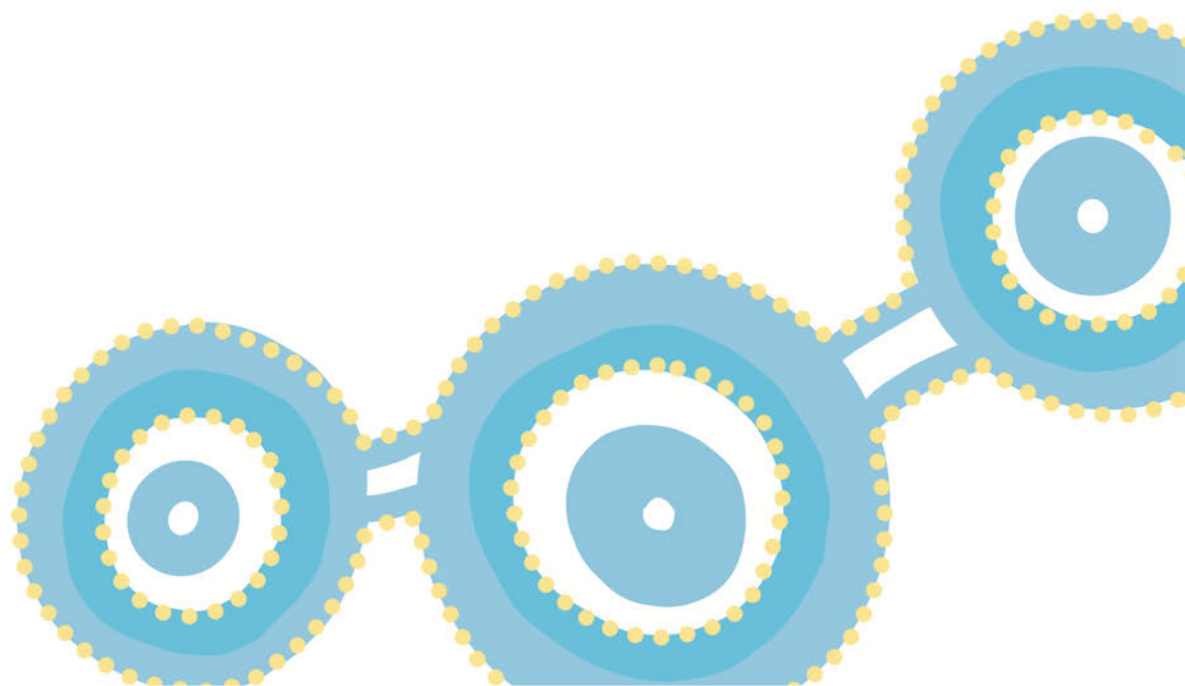
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form and maintain a RWG consisting of representatives across the organisation to govern RAP implementation.	Ongoing, monitor May 2023 and November 2023	CEO
	Continue to recruit for RWG, enabling new staff to join.	Ongoing, monitor May 2023 and November 2023	Executive Manager, HR & Quality HR Officer
	Review and update our Terms of Reference for the RWG.	June, 2023	Executive Manager, HR & Quality
	Establish and grow Aboriginal and Torres Strait Islander representation on the RAP Working Group.	Ongoing, monitor May 2023 and November 2023	Practice Specialist



Action	Deliverable	Timeline	Responsibility
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	May 2023	Executive Manager, HR & Quality Executive Manager, Finance and Corporate Services
	Engage all staff, including senior leaders in the delivery of RAP commitments.	January 2023	CEO Executive Manager, HR & Quality
	Appoint and maintain a senior leader to champion our RAP internally.	January 2023. Review June 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Ongoing, monitor May 2023 and November 2023	Executive Manager, HR & Quality Practice Specialist
	Track, measure and report on RAP commitments on a quarterly basis.	Ongoing, monitor May 2023 and November 2023	Executive Manager, Carer Gateway Operations Executive Manager, Policy, Development and Research
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 2023	Executive Manager, HR & Quality Executive Manager, Finance and Corporate Services
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August 2023	CEO Executive Manager, HR & Quality



Action	Deliverable	Timeline	Responsibility
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2023	CEO
	Publish a report on the implementation of the RAP for Carers NSW members and the broader public.	November 2023	Executive Manager HR & Quality Practice Specialist
	Provide regular reporting on the progress to the Carers NSW CEO, Executive Management and Board of Directors.	Monthly from January 2023	Executive Manager, Carer Gateway Operations Executive Manager, Policy, Development and Research
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2023	Executive Manager, HR & Quality
	Begin planning for our next RAP.	October 2023	Executive Manager, HR & Quality







### Contact Details

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