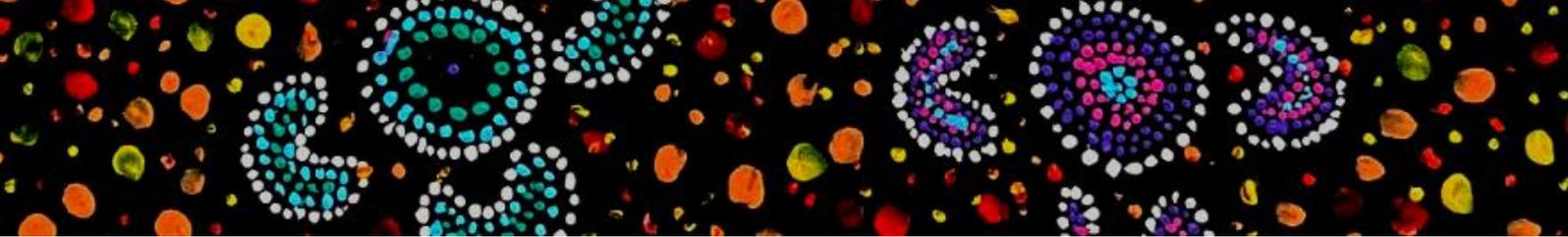


Association for Services to Torture and Trauma (ASeTTS)
Reflect Reconciliation Action Plan
March 2022 – March 2023



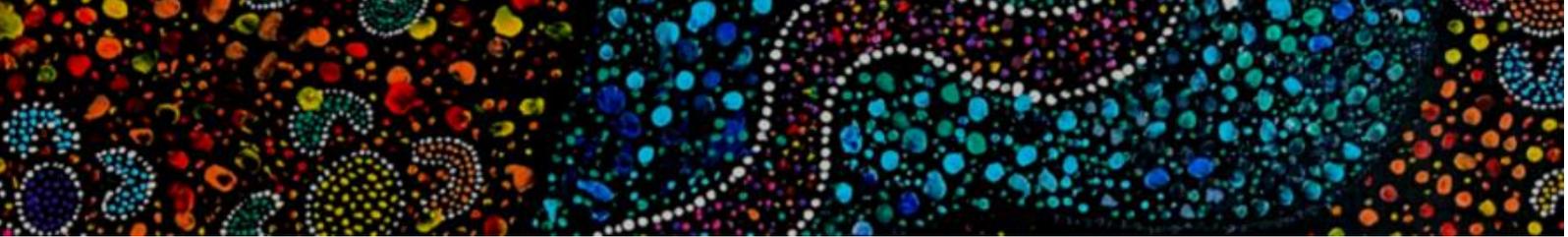
About the artwork

The artwork used in our Reconciliation Action Plan, was created as part of the Building Bridges program. A group of young clients were guided by Aboriginal artist Kerry Winmar-Taylor to complete a dot painting as part of an art therapy activity.

The artist was able to share her story about her culture and traditions as well as teaching participants about the story of the Rainbow Serpent (Snake).

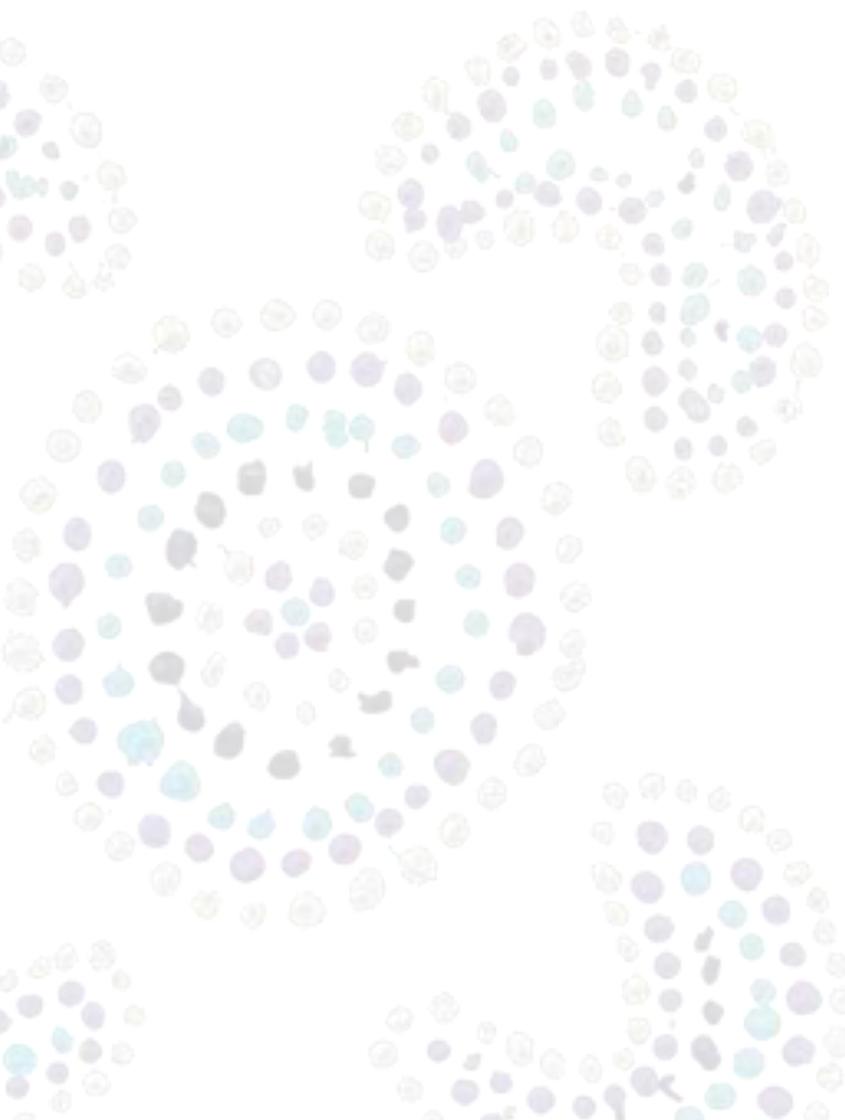
The participants were guided by the artist in completing the painting representing the Rainbow Serpent, water, the earth and yarning circles. This was a great opportunity for our clients to learn about Aboriginal culture and traditions.





Contents

ASeTTS Reflect RAP CEO statement	2
Statement from the ASeTTS' Board	3
1. About ASeTTS	4
Our Vision, Purpose, Values and Context	4
The people, families, and communities we support	5
Our Services	5
Our People	5
2. Our RAP	6
How we will implement our RAP	6
Our workplace reconciliation journey to date, partnerships, and activities	7
3. Our Plan	8



ASeTTS Reflect RAP CEO statement

Reconciliation Australia welcomes the Association for Services to Torture and Trauma Survivors (ASeTTS) to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

ASeTTS 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 ASeTTS 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 ASeTTS, 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



Statement from the ASeTTS' Board

The ASeTTS' inaugural Reflect Reconciliation Action Plan (RAP) is the beginning of a journey. It is motivated by our foundation as a human rights organisation, and it is this that will drive our efforts to support Aboriginal and Torres Strait Islander peoples and their demands for justice.

ASeTTS' vision is for a peaceful and just world where human rights are recognised, violations of human rights are challenged, and torture and trauma survivors are supported.

We want to make our RAP a bridge between the First Peoples of Australia, the oldest living culture in the world, and those who have come to this country, with hope, to make a new life.

Our reconciliation journey begins with a 12-month program of reflection and learning.

This Reflect RAP will allow us to come together, to build trust, and to deepen our understanding of the rich histories, cultures, and knowledges of Aboriginal and Torres Strait Islander peoples.

The success of our RAP is dependent on the entire ASeTTS community coming together. Our RAP will be implemented by our RAP Working Group, and we will report on our progress openly and in a spirit of genuine reconciliation and engagement.

We commence our journey, knowing there may be times when we feel uncomfortable or uncertain.

The ASeTTS community will share this journey with generosity and determination. It reflects an essential part of being who we are: a human rights organisation for all.

Our first step is the Board's endorsement of the Uluru Statement from the Heart.

We ask everyone in the community to join in – we ask you to read the Uluru Statement; to reflect on its words and meaning and to contemplate and discuss with your colleagues and family: why has this statement been made? who made it? who is it talking to?

We ask you to take this into your heart. And so, together, we take our first step...





Reflect Reconciliation Action Plan

1. About ASeTTS

Our Vision, Purpose, Values and Context

Vision

ASeTTS' vision is for a more peaceful and just world where human rights are recognised, violations of human rights challenged, and torture and trauma survivors supported.

Purpose

ASeTTS exists to provide a range of holistic services that assist refugee survivors of torture and trauma to rebuild their lives.

Values

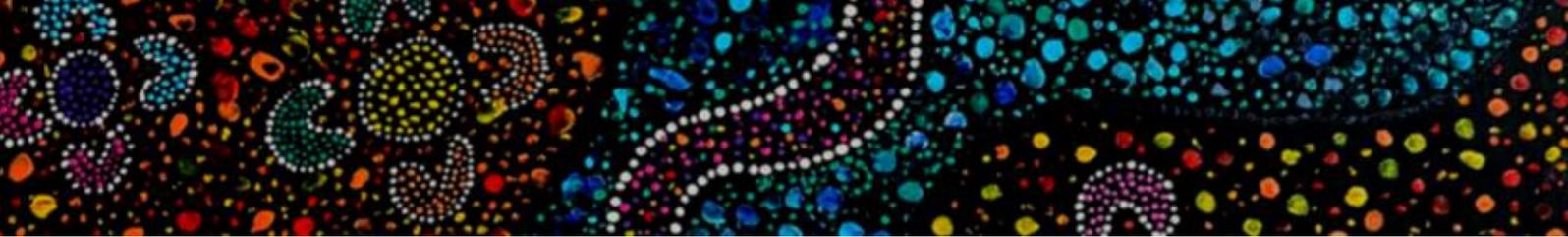
We place importance on:

<i>Respect</i>	We value and accept all people.
<i>Client focus</i>	Our clients are at the centre of all service delivery, business development and management decisions.
<i>Teamwork</i>	We actively share information and resources and work together towards shared goals.
<i>Inclusion</i>	Staff and clients from diverse cultures, ethnicities, religions, ages, genders and sexual orientations, ages, and abilities have access to opportunities, and can contribute their perspectives and talents to improve ASeTTS.
<i>Accountability</i>	We demonstrate ownership of our actions and do what it takes to achieve agreed outcomes. We are accountable to our clients, the FASSTT Network, and funders.
<i>Ethics</i>	We adhere to the highest standards in the provision of services and in our interactions with others.

Context

ASeTTS was established in 1992 to provide specialist mental health and rehabilitation services to asylum seekers and people from refugee-like backgrounds who have experienced torture or trauma in their country of origin, during their journey to Australia, or while in detention. Support is provided to people of all ages through individual, family, group, intergenerational, or community services. Our services and supports are designed for people who have arrived as refugees, asylum seekers, humanitarian entrants, people with permanent protection visas and people from these backgrounds who have become permanent residents or citizens in Australia.

ASeTTS is a member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT); a network of eight specialist rehabilitation agencies that support survivors of torture and trauma. The association is also a member of the International Rehabilitation Council for Torture Victims (IRCT); a civil society organisation that specialises in torture rehabilitation and has 160-member centres operating in 76 countries worldwide.



The people, families, and communities we support

People who come to ASeTTS are from a wide range of countries, ethnic groups, cultural backgrounds, and language groups. Our community demographics vary with changing international contexts and conflicts.

In the 2020-2021 financial year we supported nearly 800 people from 48 countries, speaking 52 different languages. Key observations include:

- The largest number of people have come to Australia from Syria, Iraq, Myanmar, Afghanistan, and Iran.
- 28 percent of the ASeTTS community speak Arabic as their primary language; followed by Karen (8.9%), Hazaragi (5.1%), Dari (3.5%) and Farsi (3.4%).
- While we support people of all ages, nearly a third of people coming to ASeTTS were under 19 years-of-age and dealing with complex family and interpersonal relationships, schooling, and settlement challenges, and keeping their languages and heritage alive.
- 1 in 12 of our community are over 60-years and face different challenges, including loneliness, isolation and accessing services.

Our Services

ASeTTS provides direct services to survivors of torture and trauma, their families, and communities.

Our services are predominantly delivered to people living in the Boorloo (the Noongar word for the Perth metropolitan area). We operate out of our head office in Perth, and 2 satellite offices which are located in Mirrabooka and Gosnells, the Djarlgarra region. Our team also provides outreach services and training and education services to clients living and working across the Perth metropolitan area.

Our People

Our staff and volunteers are compassionate, resilient, and thoughtful; they believe in our purpose and are passionate about supporting the healing and recovery of people who have experienced torture and trauma.

We employ 30 to 40 staff, who represent a range of perspectives, experiences, cultures, languages, ages, and genders. Our staff come from 20 different countries and speak over 30 languages. Many of our staff have themselves come from refugee and migrant backgrounds and know first-hand of the trials and difficulties that come from these experiences. Our staff work from a place of understanding to support our clients.

While ASeTTS does not currently employ any staff members who identify as Aboriginal and/or Torres Strait Islander peoples, we are investigating how we can change this in our Reflect RAP.





2. Our RAP

Because ASeTTS has its focus on supporting the rights and rehabilitation of survivors of torture and trauma, we uphold the dignity and human rights of all people. We support people and communities who do not have the opportunity to enjoy their rights as equal citizens and who experience fear, harassment and/or discrimination.

In 2021, to formalise our commitment to Australia's First Peoples, we decided to commence the RAP process. In doing so senior management consulted with ASeTTS staff and community, before establishing a RAP Working Group. The working group includes 8 members from across a cross section of the organisation. As ASeTTS does not currently employ any staff members who identify as Aboriginal and/or Torres Strait Islander peoples, we are exploring how we include meaningful representation of Aboriginal and Torres Strait Islander people in our working group moving forward.

In developing our Reflect RAP the working group acknowledged our limited connections with First Nations Australians, both within our organisation and in the broader community. There was recognition that First Nations Australians are still fighting for the recognition of their rights in every aspect of their lives, including their rights in the workplace; and that implementing this RAP will support ASeTTS to build our knowledge of and respect for Aboriginal and Torres Strait Islander histories and cultures, and help us cultivate that knowledge in our ASeTTS' community and in the broader community.

This RAP will also support us to create a welcoming, safe and supportive workplace for Aboriginal and Torres Strait Islander peoples; and provide Aboriginal and Torres Strait Islander peoples with opportunities to grow and succeed within our organisation.

We look forward to strengthening our relationships with Australia's First Peoples, both within our organisation and externally.

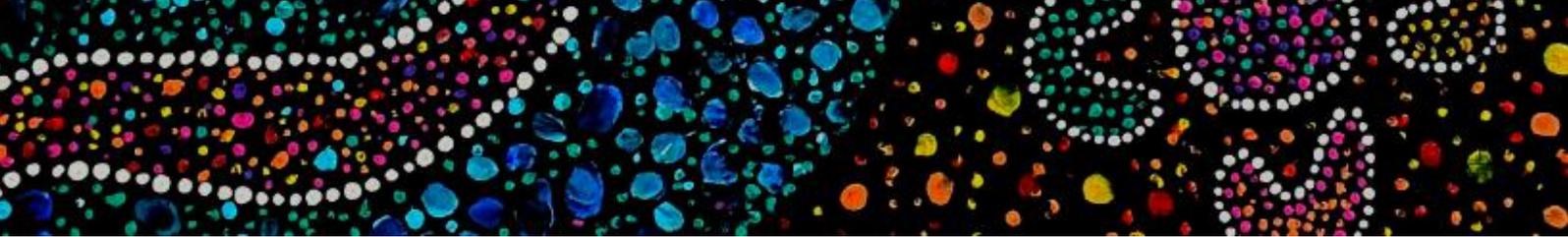
How we will implement our RAP

The implementation of our RAP will be championed by our Mental Health Promotion and Training Coordinator. They will encourage our RAP Working Group, Client Reference Group, staff, management, and Board to be aware of our RAP commitments and progress agreed actions.

The RAP Working Group includes staff from a cross section of the organisation who fill a diverse range of roles, this includes 3 Counsellors, 1 Youth Counsellor, 1 Senior Counsellor, our Executive Assistant, our Mental Health Promotion and Training Coordinator, Corporate Services Manager, and Chief Executive Officer.

As outlined previously, ASeTTS does not currently employ any staff members who identify as Aboriginal and/or Torres Strait Islander peoples, we are exploring how we include meaningful representation of Aboriginal and Torres Strait Islander people in our working group moving forward.

The Working Group will be responsible for delivering the RAP. A report on implementation, progress, challenges, and lessons of the RAP will be provided to the Board and ASeTTS community each year.



Our workplace reconciliation journey to date, partnerships, and activities

The natural connection between ASeTTS' work and values and the national project of reconciliation has been recognised for many years. 2021 is the year we will take practical steps on this journey of reconciliation.

We do not currently have any existing partnerships with First Nations peoples or organisations.

In 2021, the first year of our RAP journey, we have taken steps to improve how we engage with Aboriginal and Torres Strait Islander peoples, including:

- Opening our community and public events with an Acknowledgement of Country. Our main office is on the traditional lands of the Whadjuk Noongar people
- Publicly and internally declaring our endorsement of the Uluru Statement from the Heart
- Stating our RAP commitment and/or an Acknowledgement of Country on our website, in our email footers, presentations, printed resources and materials, and printed statements at our places of service
- Raising awareness and sharing information amongst our staff about the meaning of NAIDOC Week.

We know these are small first steps. We understand that we are on a journey to develop greater depth in our relationships with First Nations peoples.

We recognise that the progress of our RAP and this journey of learning and respect will be for ASeTTS as an organisation, as a community and for each of us as individuals.

We begin, now, by extending our respect and good will to all Aboriginal and Torres Strait Islander peoples. We thank First Nation Australians for their care and custodianship, since time immemorial, of their Country.

We are grateful for the opportunity to share this heritage and this place, our home.

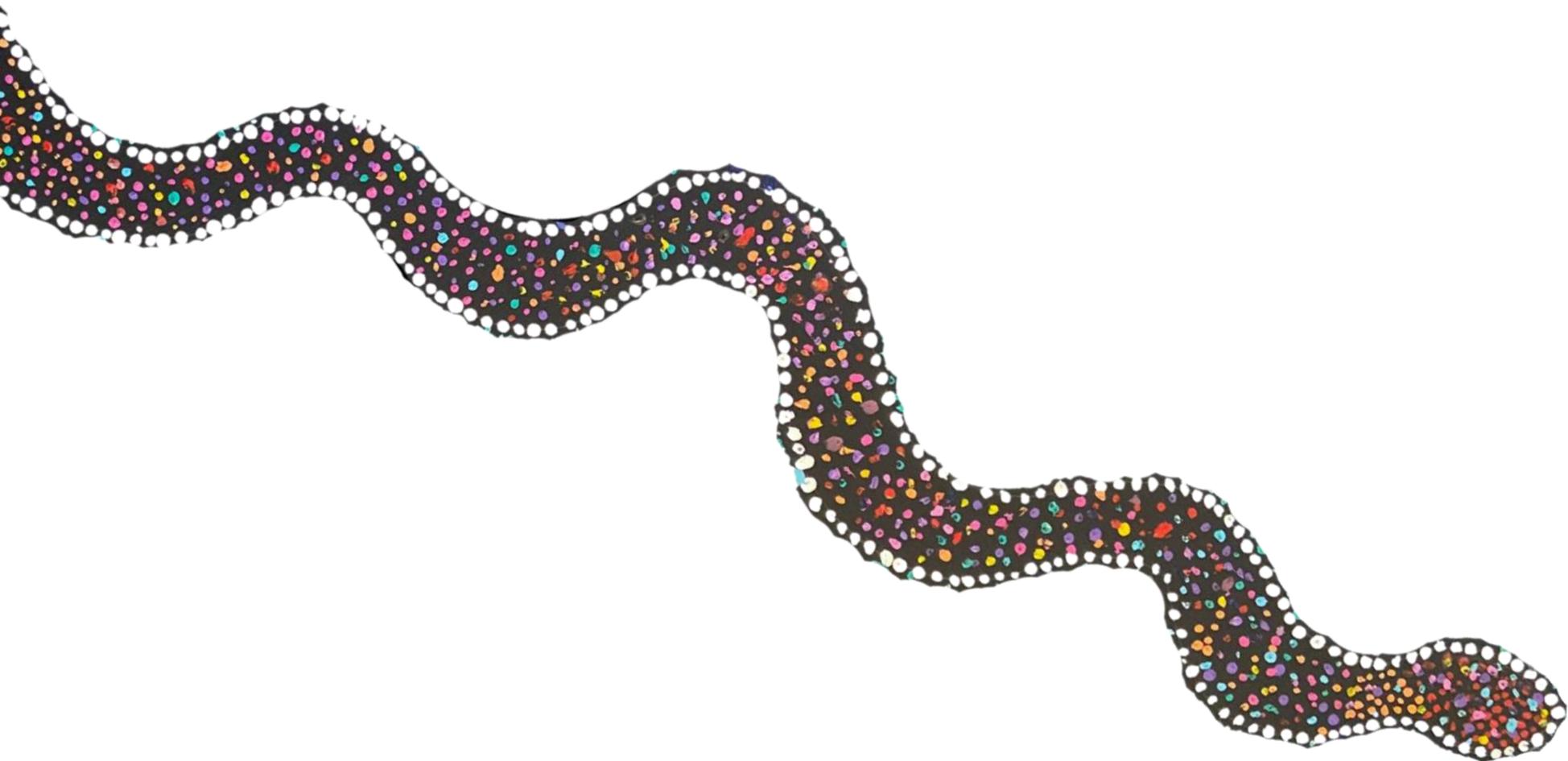


3. Our Plan



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1. Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	May 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
	1.2. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	May 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
2. Build relationships through celebrating National Reconciliation Week (NRW).	2.1. Circulate Reconciliation Australia’s NRW resources and reconciliation materials to our staff.	May 2022	Corporate Services Manager
	2.2. RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2022	Executive Assistant
	2.3. Encourage and support members of the Client Reference Group to participate in NRW events.	27 May – 3 June 2022	MH Promotion and Training Coord.
	2.4. Encourage and support all staff to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2022	CEO
3. Promote reconciliation through our sphere of influence.	3.1. Continue to communicate our commitment to reconciliation to all staff.	September 2022	CEO
	3.2. Identify external stakeholders that our organisation can engage with on our reconciliation journey.	September 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
	3.3. Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	October 2022	Executive Assistant

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	4.1. Research best practice and policies in areas of race relations and anti-discrimination.	October 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
	4.2. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2022	Corporate Services Manager



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1. Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledges, and rights within our organisation.	June 2022	Lead: CEO Support: Corporate Services Manager
	5.2. Conduct a review of cultural learning needs within our organisation.	September 2022	MH Promotion and Training Coord.
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1. Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	May 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
	6.2. Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2022	CEO
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1. Continue to raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	CEO
	7.2. Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
	7.3. RAP Working Group to participate in an external NAIDOC Week event.	1st week of July 2022	Executive Assistant

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	8.1. Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	December 2022	Corporate Services Manager
	8.2. Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2022	Corporate Services Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	9.1. Investigate procurement from Aboriginal and Torres Strait Islander owned businesses.	January 2023	CEO
	9.2. Investigate Supply Nation membership.	January 2023	CEO

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	10.1. Maintain a RWG to govern RAP implementation.	September 2022	CEO
	10.2. Review and update Terms of Reference for the RWG.	May 2022	CEO
	10.3. Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2022	Lead: MH Promotion and Training Coord. Support: RAP WG
11. Provide appropriate support for effective implementation of RAP commitments.	11.1. Define resource needs for RAP implementation.	March 2022	Lead: CEO Support: Corporate Services Manager
	11.2. Engage senior leaders in the delivery of RAP commitments.	September 2022	Lead: CEO Support: Corporate Services Manager
	11.3. Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2022	Lead: CEO Support: Corporate Services Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	12.1. Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022	CEO
	12.2. Report progress to the Board annually	January 2023	CEO
13. Continue our reconciliation journey by developing our next RAP.	13.1. Register via Reconciliation Australia’s website to begin developing our next RAP.	January 2023	CEO





Contact details

Name: Merissa Van Der Linden
Position: Chief Executive Officer
Email: executive@asetts.org.au

Association for Services to Torture and Trauma Survivors (ASeTTS)

ABN: 83 460 231 835
Address: 286 Beaufort Street, Perth WA 6000
Phone / email: (08) 9227 2700 | reception@asetts.org.au
Website: asetts.org.au

