Carers WA

RECONCILIATION ACTION PLAN
INNOVATE

Innovate Reconciliation Action Plan

January 2026 – December 2028



Our Artwork

In 2021, Carers WA commissioned a local Aboriginal Artist, Rohin Kickett to create a piece that would represent our organisation and what we do. Rohin Kickett is a contemporary Aboriginal Balardong Noongar Artist and Photographer.

By using aerial views of landscapes to represent the Noongar region, along with abstract and alternative mark making techniques, Rohin has created a beautiful and meaningful artwork that celebrates the culture and history of the region.

For the past 30 years, Carers WA has resided in the Noongar region, which inspired Rohin to create an artwork that reflected this. Using the region as a basis, he then incorporated significant elements such as Derbarl Yerrigan, the Whadjuk Noongar name for the Swan River, as well as dot artwork and salt lakes.



Rohin prioritised the Derbarl Yerrigan as being primary in the artwork given the Carers WA head office location.



This dot artwork element is known as mark making. Circular elements have been included to represent the various ‘hubs’ of Carers WA.



Another key element featured in this artwork are the inland salt lakes of the Wheatbelt. A key regional hub for Carers WA.

This process was artist led, and has formed part of the development of the Innovate - Reconciliation Action Plan. By having an artwork that is created for Carers WA that incorporated such powerful elements, we have now been empowered to incorporate the elements in all we do at Carers WA.

We appreciate Rohin’s enthusiasm to be part of this project and value his unique and powerful insights. His contributions have been invaluable and we thank him for his time and effort.



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Acknowledgement of Country

Carers WA acknowledges the Wadjuk Noongar Nation's lands, water, customs, and culture of which the Carers WA Head Office is located. Carers WA recognises our services reach beyond the Perth region, and so we also acknowledge the cultural diversity of First Nation Peoples across our state and throughout Australia.



Diversity and Inclusion

Carers WA is committed to understanding, embracing and celebrating the rich and multi-dimensional experiences that shape our lives and aims to ensure that everyone who engages with the organisation feels welcome and included. Carers WA welcomes all people irrespective of ethnicity, lifestyle choice, faith, sexual orientation, ability and gender identity.

Cultural Disclaimer

Aboriginal and Torres Strait Islander peoples are advised that this document may contain images and content referring to deceased persons. It may also contain words or descriptions that may be deemed culturally sensitive.

Foreword statement by the CEO and Chairperson



At Carers WA we embrace the vision expressed by Reconciliation Australia for a just, equitable and reconciled society.

As an organisation we actively support the purpose to inspire and enable all Australians to contribute to the reconciliation of the nation. With diversity and inclusion at the heart of our stated values, we seek to ensure that Aboriginal and Torres Strait Islander voices are central in any discussions around recognition and reconciliation. Carers WA ensures carers from these communities feel valued, respected, and have access to opportunities and resources that we are able to provide.

We recognise that society continues to progress towards reconciliation, and we are passionately committed to this journey of healing and recognition. We will play our part in this process by supporting Community led solutions based on self-determination, empowerment and truth telling. We will consult and collaborate with First Nations carers by listening to their specific needs, providing meaningful services, and empowering decisions aimed at their own health and wellbeing, as they work selflessly to support their loved ones.

Carers WA supports the Uluru Statement from The Heart (2017). This Statement, endorsed by diverse language groups and leaders from across the continent of Australia, stands firm on the raised concerns of social disparities in the society and the call for a better future for young First Nations peoples in Australia. We support the core components of Truth Telling, Voice and Treaty. We provide various levels of Cultural training delivered by First Nations trainers, we proudly display the First Nation flags and artwork on-site, on badges, documents, uniforms and on email signatures, and we support recognised Cultural events such as Sorry Day, Reconciliation Week and NAIDOC Week.

Whilst the preparation of plans and publication of supportive statements is important, our ethos is grounded in making practical and meaningful change on the ground. This means we will only measure our success by the tangible activities that we deliver in advocacy across the broader community and service delivery within the First Nations communities in WA.

Lastly, our Carers WA Board, and the staff are wholeheartedly committed to supporting the actions and deliverables of this and future Reconciliation Action Plans (RAP), as we continue our own journey towards reconciliation, focusing particularly on our carers.

Yours sincerely
Richard Newman



Statement from CEO of Reconciliation Australia



Reconciliation Australia commends Carers WA on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Carers WA to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Carers WA will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With over 5.5 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Carers WA is part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Carers WA's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Carers WA on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Our Vision For Reconciliation





This vision begins with us striving to ensure the three core components of the **Uluru Statement from The Heart – Voice, Treaty and Truth,** are realised in all that we do. We envisage the establishment of the Makarrata Commission called for in the Uluru Statement from The Heart. **We envisage First Nations have the same opportunities** to equity and equality of life and decision-making power as their fellow Australians.

Makarrata in Yolngu language describes a process of conflict resolution. This word has multiple layers in a dispute process, but one of the main aims is a peace process. Makarrata in association with treaty, negotiates a process between parties to address an injustice and come to an agreement of peace (Merrikiyawuy Ganambarr-Stubbs in Pearson, 2017). In the Spirit of Makarrata and through our organisation's Reconciliation journey, Carers WA seeks to acknowledge the historical wrongs and make agreement on a path of **Reconciliation and peace.**

In the context of our organisation, our aim is to provide opportunities for **First Nations carers to achieve the best possible quality of life in their caring roles,** including spending time on Country. Carers WA understands that First Nations peoples have strong connections to family, community and Country. Often, the caring role places pressure on a carer's wellbeing and time availability, which presents challenges in continuing these strong connections. These pressures are in addition to the impact of generational trauma, grief, loss and racism experienced by First Nations peoples.

By enhancing our workforce's Cultural understanding of First Nations peoples, **building culturally appropriate service delivery,** advocating for and with First Nation carers and working in partnership with First Nations organisations, we will realise this aim of reconciliation within the remit of our organisation and sphere of influence. Through these committed actions and new learnings, we will strive to support reconciliation within Western Australia and Australia.

This vision will be grounded in, and directed by Carers WA's values of, **compassionate, inclusive and innovative.**

Message of Support from Elders

John Penny

My name is John Penny, a Noongar man from the Great Southern with ancestral ties to the Wagyl Kaip Southern Noongar and Gnaala Karla Booja regions. I grew up in the lower Great Southern and have lived on Whadjuk Country for the past 25 years. My interest in carers comes from our family's experience supporting our elderly parents who have now passed and from the many family and friends in caring roles. I work as a consultant in the employment and training sector and serve as chairperson of the Gnaala Karla Booja Aboriginal Corporation. I am committed to the Carers WA Aboriginal Advisory Group and bring strong corporate governance experience, believing all organisations must promote empowerment and self determination for First Nations people. We continue striving for fair wages, better working conditions and improved economic and employment outcomes for First Nations people across Noongar Country, recognising the long history of unequal opportunities. I support the Carers WA Reconciliation Plan, including its focus on First Nations professional development, retention, the removal of barriers, and greater goods and services procurement opportunities. I encourage all staff and community members to support this RAP as we work together toward a stronger and more equitable future for everyone.

Uncle John Penny
Carers WA Aboriginal Advisory Group Member



Brenda Larsen

My name is Aunty Brenda Larsen, a Whadjuk, Ballardong woman and Noongar language teacher. As a mother, grandmother and long-term carer for my son following his acquired brain injury, I have learned to advocate strongly and navigate complex systems, finding both challenges and deep reward in my caring role. I am proud to be on the Carers WA Aboriginal Advisory Group, where I can be a voice for First Nations carers and support the organisation's commitment to Reconciliation. Australia's history continues to impact our people, and creating change requires respect, cultural understanding and a commitment to learning. By walking together on this Reconciliation journey, we can build stronger relationships, foster awareness, and ensure First Nations carers of all ages are heard and supported to thrive. Kaya ngany djoorap ngalak doyintj-doyintj koorliny; Hello! I am happy we come together.

Aunty Brenda Larsen
Carers WA Aboriginal Advisory Group Member



Message of Support from Elders

Dr Marion Kickett

Kaya, my name is Marion Kickett. I am a Balardong Whadjuk woman from the Noongar Nation in the Wheatbelt region of Western Australia. I am acknowledged as an Elder and cultural advisor within my family and community. I also have family connections to Wungatha and the Western Desert of Western Australia.

When my mother had cancer, I cared for her at home with the support of my oldest sister and my other sisters. We shared the load and cared for Mum until she passed. Thirty years later, I cared for my older sister at home as she was dying from cancer. Cancer is a terrible disease that takes far too many of our people, far too young.

As many family members wish to spend their final days at home surrounded by loved ones, I have been able to advocate on behalf of many families in these situations.

I work part-time at the University of Western Australia in the School of Health and Clinical Sciences, advising on Aboriginal and Torres Strait Islander peoples' culture, health, and wellbeing. I advocate for my family and community across all health-related issues. I am proud to serve on the advisory committee at Carers WA. I believe I can be a strong voice for my people on this committee in creating change that requires cultural understanding and commitment.

Dr Marion Kickett
Carers WA Aboriginal Advisory Group Community Elder





Carers Week On Country Experience 2024

Our Business



Kalgoorlie Family

A carer is someone who provides unpaid care and support to family members and friends with disability, mental health challenges or long-term health conditions (including a chronic condition or terminal illness), an alcohol or other drug dependency, or who is frail aged. Carers WA is the peak body for unpaid carers in Western Australia (WA) providing a voice and supporting an improved quality of life to an estimated 320,000 carers in WA. Carers WA is a non-profit, community-based organisation, registered charity and the primary provider of state and federal government funded services for carers. Through services and an extensive network of partnerships, we work to maximise support and raise awareness about their caring roles.

Our role is to work in active partnership with unpaid carers who support persons with care and support needs, health professionals, government, service providers including the wider community, to improve the quality of life for unpaid carers.

Office locations are in Perth including regional coordinators in the Great Southern, South West, Esperance, Wheatbelt, Northern Wheatbelt, and Broome. We employ one hundred and twenty staff across our service programs from Carer Gateway, Young Carers, Carer Peer Capacity Building, Carer Wellness at Home, Carers in Employment, Counselling and Tailored Support Packages.

Our First Nations peoples focus enables First Nations carers to access First Nations staff who can assist with access to, and inclusion of, our programs. First Nations carers have the opportunity to attend events (including Cultural events) to help raise the voice of First Nations carers and build better understandings of their roles as carers in their Communities. The First Nations Wellbeing and Engagement program has a key role in raising awareness to the First Nations communities and other agencies in Western Australia to ensure access and inclusion of First Nations carers.

Other programs that give a voice to carers include:
- The Carer Representation program, which enables carers to become a representative on committees associated with health, mental health, drug and alcohol, where they can contribute to policy and planning discussions.
- There are currently 107 carer representatives with six identified as First Nations carers.
- The Systemic Policy and Advocacy team work earnestly to include the carers voice in policy and legislative development in Western Australia.

Carers WA is committed to understanding, embracing and celebrating cultural diversity in our communities and its rich, multi-dimensional experiences that shape carers lives with an aim to ensure everyone feels welcome and included. Our work builds awareness of our reconciliation journey to minimise discrimination, racism and intolerance, recognising groups in society who are susceptible to the experience, which may include:

- First Nations peoples
- Culturally and linguistically diverse communities
- People with disabilities or mental health challenges
- Gender, sexual orientation or intersex status
- Young people
- Older aged people
- Homeless people or those experiencing tenancy issue
- People experiencing long term unemployment
- People who have been imprisoned

Carers WA welcomes and values the inclusion and contribution of every nationality, race, culture, gender, sexual orientation, religious belief, social background, ability, family status, marital status, age or political opinion.

At present, Carers WA employs approximately 120 staff, has 107 Carer Representatives (six of which are First Nations peoples), and two staff who identify as First Nations peoples. Carers WA is part of the National Network of Carer Associations who provide services to over 50,000 carers every year.

Community and Cultural Advisory Group Members:

Aunty Brenda Larsen
Uncle John Penny
Uncle Corey Jacobs
Dr Marion Kickett
Vanessa Corunna - *First Nations Wellbeing and Engagement Manager*
Renay Eade - *Board Member Representative*
Richard Newman - *Chief Executive Officer*
Dom Passalacqua - *Business Continuity, Governance and Advocacy Manager*
Patricia Delaney - *First Nations Wellbeing and Engagement Officer*

Five members identify as First Nations peoples

RAP Steering Committee Members:

Vanessa Corunna – *First Nations Wellbeing and Engagement Manager (Chair)*
Rohan Portman – *IT Manager*
Jim Maureau – *Carer Support Counsellor*
Carissa Gautam – *Systemic Policy and Strategy Officer*
Isabelle Livings – *Senior Carer Representation Advisor*
Dom Passalacqua - *Business Continuity, Governance and Advocacy Manager*
Patricia Delaney - *First Nations Wellbeing and Engagement Officer*

One member identifies as First Nations peoples





RAP Steering Committee. Isabelle Livings, Rohan Portman, Carissa Gautam, Vanessa Corunna and Dom Passalacqua

Our RAP Journey



Carers WA recognises the unique spiritual connection that First Nations peoples have to land, waters, Country and Culture. Acknowledging First Nations peoples as the oldest living continuous cultures in the world and paying respect to the Elders of the past, present and emerging. We also acknowledge that past policies and practices have had a negative impact on First Nations peoples past and present.

Carers WA's RAP journey ensures that we reflect on our actions undertaken to achieve and demonstrate our commitment to reconciliation. Our intention is to ensure that First Nations staff have a voice that is heard, and this results in Culturally appropriate practices and procedures being offered and used by all Carers WA staff. Our RAP Steering Committee will continuously seek advice, feedback and support from the Elders on our Community and Cultural Advisory Group. Carers WA states its commitment to the Innovate RAP beginning with the Board of Directors and followed by all layers of management and staff.

Our Reconciliation journey started in the 1990s. Along the way, we have faced challenges but are taking the necessary steps to reflect on and be committed to, ongoing learning and growing. In 1999 a tailored carers support kit was established for First Nations Carers. This work involved consulting and talking with regional First Nations facilitators from the north and east of the state.

Carers WA has supported National First Nations Celebrations, by participating in annual events and activities to raise our organisation's Cultural awareness of the themes and discussion held over the years. In 2022 our staff attended the Reconciliation Walk which focused on cultural truth telling in Kings Park in Western Australia.

We support the National Reconciliation Week - Breakfast Online Watch Party, which has become an annual office event with attendance ranging from 30 – 40 staff from across the organisation listening to the speeches. This event has shown commitment from our organisation to continued learning. In 2025 we attended the Reconciliation Breakfast event in-person with staff and members of the Community and Cultural Advisory Group at our corporate table.



Our RAP Journey

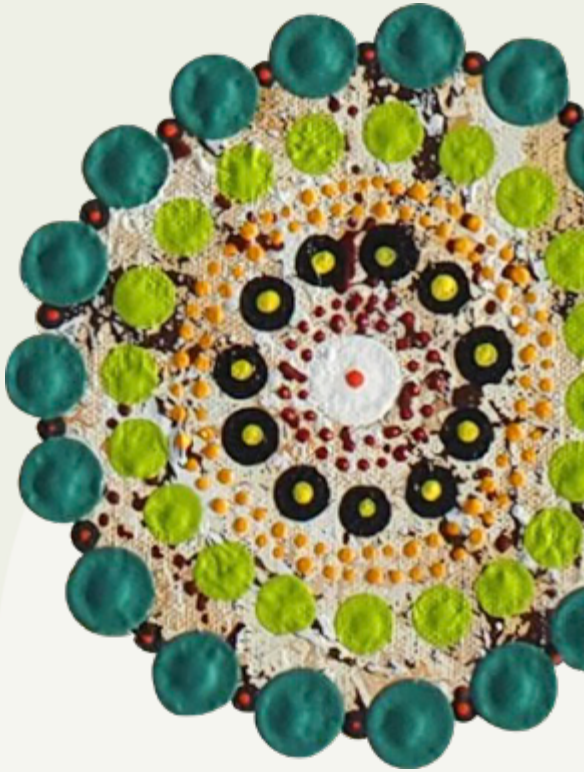
To further this work, we have embedded First Nations Cultures in our staff induction, including cultural awareness training for all staff which has become an integral part of our core business training.

Our Reconciliation journey encourages the employment of First Nations workers. In 2015 the Carers WA Board approved funding for a new position titled the First Nations Engagement and Program Development Officer. A main outcome of this position has been to support First Nations carer engagement.

In 2016, the Carers WA Chief Executive Officer and several staff travelled to Broome to meet with Mr Stephen Baamba Albert and Dr Mark Bin Baker (who performed as alter ego 'Mary G'). Dr Mark Bin Bakar was a Carers WA First Nations Ambassador for a short period of time in 2016.

In 2022, our journey grew with the Community and Cultural Advisory Group being established. This group has been led by four Cultural Community leaders and First Nations staff. The group was created in response to the identified need for a First Nations peoples-led initiative. These First Nations members comprise of Elders and adults who are cultural knowledge holders, industry knowledge experts and are active in professional practice across education, language, health, business, wellbeing and anthropology. Other group members include the First Nations Wellbeing and Engagement Manager, First Nations Engagement Wellbeing Officers, a Carers WA Board member, the CEO and the Business Continuity, Governance and Advocacy Manager. This group is core to supporting cultural growth and understanding.

Internally we have established a RAP committee that supports the RAP work across the organisation, overseeing its monitoring, reporting and ongoing development. This group's employees come from First Nations workers, counselling, policy, business, IT, and carer representation. Our RAP champion, Vanessa Corunna First Nations Wellbeing and Engagement Manager, drives internal engagement and awareness of the RAP and is fully supported by the CEO, the RAP Steering Committee and the Community and Cultural Advisory Group.



Our RAP Journey



Our business has fostered relations with First Nations peoples and organisations to promote our services and increase access and inclusion for First Nations carers. We have sponsored the Elders Forum (held in Broome) and the First Nations Health Conference in Perth to provide ongoing support and facilitate increasing exposure.

Carers WA also supports First Nations carers through its Gwabba Koort Yarning group, which is a culturally safe space for First Nations female carers to come together, learn, listen and be together. This includes having visitors attend to help build group members' skills and awareness of services.

Carers WA proudly stand behind our shared cultural heritage and include commissioned artwork, from a local Noongar Ballardong Wadjuk artist Rohin Kickett, in our branding across the organisation.

Challenges we have identified to tackle in the future are:

· Our First Nations communities may not be aware of Carers WA and what we offer and there is an onus on the carer to contact us.
· Uplifting Cultural awareness and understanding across the organisation is ongoing and we are focused on appropriate training.
· Many First Nations carers do not seek assistance with caring for their loved ones, as strong Traditional Values mean that this is seen as a responsibility which therefore does not elicit support.
· We are committed to increasing the number of First Nations staff to respond to greater demand.
· Transport to Carers WA events and community connections appointments, services, and support can sometimes affect attendance.



Broome Family

Relationships

Relationships are at the centre of reconciliation and we will build on trust and respect that are free of racism. We will support First Nations peoples involvement in programs and policies, through partnerships and better outcomes. Carers WA recognises relationships are critically important in supporting the principle and actions for self-determination and in achieving positive impacts with service delivery, staff, carers and communities.

Focus area: Delivering quality programs and services

Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with First Nations stakeholders and organisations.	• Meet with local First Nations stakeholders and organisations to develop guiding principles for future engagement.	October 2026	First Nations Wellbeing and Engagement Manager
	• Develop and implement an engagement plan to work with First Nations stakeholders and organisations.	October 2026	Business Continuity, Governance and Advocacy Manager
2. Build Relationships through celebrating National Reconcilliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May Annually	First Nations Wellbeing and Engagement Manager
	• RAP Steering Committee members to participate in an external NRW event.	May Annually	RAP Steering Committee Chair
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May Annually	Lead: RAP Steering Committee Chair Support: RAP Steering Committee
	• Organise at least one NRW event each year.	May Annually	Lead: RAP Steering Committee Chair Support: RAP Steering Committee
	• Register all our NRW events on Reconciliation Australia's NRW website.	May 2027 and 2028	Lead: RAP Steering Committee Chair Support: RAP Steering

Action	Deliverable	Timeline	Responsibility
3. Promote Reconciliation through our sphere of influence.	• Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	January 2027	CEO
	• Communicate our commitment to reconciliation publicly.	October 2026	Lead: CEO Support: Head of Advocacy and Impact
	• Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	October 2026	Lead: First Nations Wellbeing and Engagement Manager Support: Head of Service Delivery and Outcomes, RAP Steering Committee
	• Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	December 2026	Lead: RAP Steering Committee Chair Support: RAP Steering Committee
4. Promote positive race relations through anti-discrimination strategies.	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2026	Lead: People and Culture Manager Support: Central Services Manager
	• Develop, implement, and communicate an anti-discrimination policy for our organisation.	October 2026	People and Culture Manager
	• Engage with First Nations staff and/or First Nations advisors to consult on our anti-discrimination policy.	October 2026	Lead: People and Culture Manager Support: First Nations Wellbeing and Engagement manager
	• Educate senior leaders on the effects of racism.	October 2026	Learning and Development Officer

Respect

Respect in our reconciliation will aim to understand First Nations cultures, rights and experiences that underpin all five dimensions of reconciliation. Respect forms the right way to do things and builds good relations and actions. In our workplace we will value and recognise First Nations peoples cultures, histories, knowledge and rights. We acknowledge that without understanding the wrongs of the past, we cannot ensure they are never repeated. Carers WA will respect First Nations peoples cultures and support the quality of life of all carers. Carers WA aims to move towards a society where the role of First Nations carers is valued and respected in Culturally safe practices.

Focus area: Delivering quality programs and services

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of First Nations peoples, cultures, histories, knowledge and rights through Cultural learning.	• Conduct a review of Cultural learning needs within our organisation.	December 2026	Learning & Development Officer Support: First Nations Wellbeing and Engagement Manager
	• Consult local Traditional Owners and/or First Nations advisors to inform our Cultural learning strategy.	December 2026	Lead: CEO Support: Chair RAP Steering Committee and First Nations Wellbeing Engagement Manager
	• Develop, implement, and communicate a Cultural learning strategy document for our staff.	December 2026	CEO
	• Provide opportunities for RAP Steering Committee members, People and Culture and other key leadership staff to participate in formal and structured Cultural learning.	December 2026	Lead: Central Services Manager Support: Learning and Development Officer



Geraldton Family

Action	Deliverable	Timeline	Responsibility
6. Demonstrate respect to First Nations peoples by observing Cultural protocols.	• Increase staff understanding of the purpose and significance behind Cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	December 2026	First Nations Wellbeing and Engagement Manager
	• Develop, implement and communicate a Cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	December 2026	First Nations Wellbeing and Engagement Manager
	• Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate Cultural protocol at significant events each year.	March 2027	Lead: Head of Advocacy and Impact Support: First Nations Wellbeing and Engagement Manager
	• Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	October 2026	Lead: People and Culture Manager Support: First Nations Wellbeing and Engagement Manager
7. Build respect for First Nations Cultures and histories by celebrating NAIDOC Week and key significant Cultural dates and celebrations.	• RAP Steering Committee participate in an external NAIDOC Week event.	July 2027, July 2028	RAP Steering Committee Chair
	• Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	October 2026	RAP Steering Committee Chair
	• Promote and encourage participation in external NAIDOC events to all staff.	June 2027, June 2028	People and Culture Manager, CEO, and Learning and Development Offficer

Action	Deliverable	Timeline	Responsibility
8. Demonstrate respect and inclusiveness of First Nations Cultural perspectives.	• Identify internal documentation and processes that could better incorporate Cultural perspectives into our internal processes.	January 2027	Business Continuity, Governance and Advocacy Manager
	• In consultation with First Nations consultants and stakeholders undertake a review of internal processes.	June 2027	Business Continuity, Governance and Advocacy Manager
	• Implement changes in internal processes based on recommendations from review findings.	February 2027	Business Continuity, Governance and Advocacy Manager
9. Increase inclusiveness of First Nations Cultures in public access areas.	• Continue and review methods to promote a workplace that is Culturally inclusive and welcoming to First Nations peoples through the inclusion of First Nations peoples artwork and flags where possible.	January 2027	Head of Advocacy and Impact
	• Vision for reconciliation to be developed and displayed on website and foyers at all offices	January 2027	Head of Advocacy and Impact
	• Review all brochures, pamphlets and posters promoting Carers WA services to be inclusive of First Nations peoples Cultures.	January 2027	Head of Advocacy and Impact



Carers Week On Country Experience 2024

Opportunities

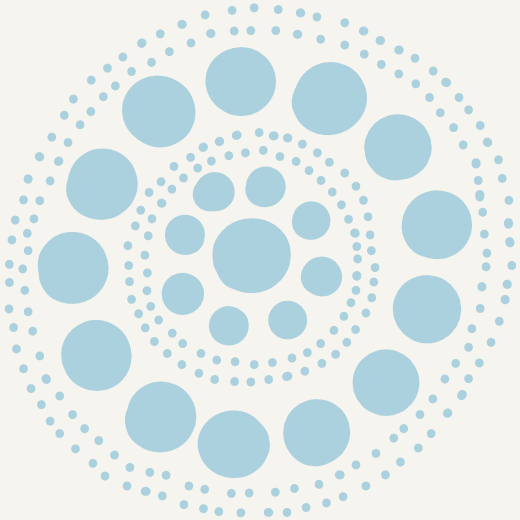
Culturally safe, partnership centred opportunities will be upheld. We will create an environment for First Nations peoples that facilitates a positive impact from our services. Opportunities are important in creating equity and equality for First Nations peoples. We will work to be equitable and support a range of opportunities for the wellbeing of all people including First Nations peoples. We will continue to raise historical awareness and create opportunities with First Nations peoples.

Focus area: Skilled and Agile Organisation

Action	Deliverable	Timeline	Responsibility
10. Improve employment outcomes by increasing First Nations peoples recruitment, retention, and professional development.	• Build understanding of current First Nations peoples staffing to inform future employment and professional development opportunities.	October 2026	People and Culture Manager
	• Engage with First Nations staff to consult on our recruitment, retention and professional development strategy.	November 2026	Lead: People and Culture Manager Support: First Nations Wellbeing and Engagement Manager
	• Develop and implement a First Nations peoples recruitment, retention and professional development strategy.	December 2026	People and Culture Manager
	• Advertise job vacancies to effectively reach First Nations stakeholders.	December 2026	People and Culture Manager
	• Review HR and recruitment procedures and policies to remove barriers to First Nations peoples participation in our workplace.	December 2026	People and Culture Manager

Action	Deliverable	Timeline	Responsibility
11. Increase First Nations peoples supplier diversity to support improved economic and social outcomes.	• Develop and implement a First Nations procurement strategy.	December 2026	Business Continuity, Governance and Advocacy Manager
	• Develop and communicate opportunities for procurement of goods and services from First Nations businesses to staff.	December 2026	RAP Steering Committee Chair
	• Review and update procurement practices to remove barriers to procuring goods and services from First Nations businesses.	December 2026	Business Continuity, Governance and Advocacy Manager
	• Develop commercial relationships with First Nations businesses.	June 2027 Review November 2028	Lead: Business Continuity, Governance and Advocacy Manager Support: First Nations Wellbeing and Engagement Manager
12. Implement programs and initiatives that support the social and emotional wellbeing of First Nations carers.	• Design and implement Culturally appropriate wellbeing programs that address the unique challenges faced by First Nations carers utilising Cultural traditional wellbeing practices and community led approaches delivery such as on Country Healing program.	June 2027	Lead: First Nations Wellbeing and Engagement Manager Support: Head of Service Delivery and Outcomes
	• Establish peer support groups specifically for First Nations carers to create safe spaces for sharing experiences and challenges.	April 2027 Review July 2028	Lead: First Nations Wellbeing and Engagement Manager Support: Head of Service Delivery and Outcomes
	• Develop Culturally safe respite and self-care opportunities for First Nations carers, allowing them to focus on wellbeing. (e.g. self-care workshops based on traditional practices, storytelling, art and access on Country.)	September 2027	Lead: Carer Gateway Program Manager Support: First Nations Wellbeing and Engagement Manager

Action	Deliverable	Timeline	Responsibility
	• Develop Cultural leadership and empowerment programs that build leadership skills and empower First Nation young carers to take pride in their cultural identity and caring role. - Cultural Focus: - Workshops on Cultural leadership, advocacy, and storytelling. - Provide opportunities to participate in youth forums and committees. - Provide a designated position on the Carers WA Young Carer Youth Advisory Group.	April 2027	Young Carer Program Manager
	• Develop a culturally appropriate monitoring and evaluation framework to measure the effectiveness of the initiatives that include qualitative feedback from carers for continuous improvement.	June 2027	Business Continuity, Governance and Advocacy Manager
	• Secure long-term funding to sustain programs and initiatives that support the wellbeing of First Nations carers.	July 2027	Business Continuity, Governance and Advocacy Manager
	• Have a target of 3% First Nations representation on internal working groups, committees, and relevant programs, such as: - The Carer Representation Program - The Carers WA Policy Working Group	February 2027	Business Continuity, Governance and Advocacy Manager
	• Customise our systems to better reach and assist First Nations Carers	November 2026	IT Manager



Governance

Strong Governance is fundamental for the intentions and action towards Reconciliation. Carers WA recognises that Reconciliation pillars of respect, relationships and opportunities will structure our organisation's focus for genuine implementation of our reconciliation initiatives, including resourcing Senior Leadership, First Nations Staff, RAP Steering Committee and CCAG to report on achievements, challenges, accountability and transparency in our continued learning.

Focus area: Governance, Reporting and Reflecting

Action	Deliverable	Timeline	Responsibility
13. Maintain an effective RAP Steering Committee to drive governance of the RAP.	• Continue supporting First Nations peoples representation on the RAP Steering Committee and the CCAG.	October 2026	RAP Steering Committee Chair
	• Annually review the Terms of Reference for the RAP Steering Committee.	January annually	RAP Steering Committee Chair
	• Meet at least five times per year to drive and monitor RAP implementation.	January, March, May, August, October annually	RAP Steering Committee Chair



Kalgoorlie Family

Action	Deliverable	Timeline	Responsibility
14. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	February 2027	Lead: CEO Support: First Nations Wellbeing and Engagement Manager
	• Engage our senior leaders and other staff in the delivery of RAP commitments.	October 2026	CEO
	• Define and maintain appropriate systems to track, measure and report on RAP commitments.	March 2027 Review March 2028	RAP Steering Committee Chair
	• Maintain a senior leader to champion our RAP internally.	January 2027	CEO
	• Create an opportunity for a 50(d) position on the Carers WA board.	June 2027	CEO
15. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	RAP Steering Committee Chair
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August annually	RAP Steering Committee Chair
	• Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30th September annually	RAP Steering Committee Chair
	• Report RAP progress to all staff and senior leaders quarterly.	January, April, August, November annually	Head of Advocacy and Impact

Action	Deliverable	Timeline	Responsibility
	• Publicly report our RAP achievements, challenges and learnings, annually.	October Annually	CEO
	• Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2028	RAP Steering Committee Chair
	• Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	December 2027	RAP Steering Committee Chair
16. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	December 2027	RAP Steering Committee Chair



Boorloo Family

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