



TALDUMANDE
— YOUTH SERVICES —

REFLECT

RECONCILIATION ACTION PLAN (RAP)

November 2024 - October 2025





A BIT ABOUT THE ARTWORK CREATED BY LENA-JADE COCHRANE FROM MIRII DESIGNS.

Lena-Jade is a proud Gamilaraay graphic artist who enjoys creating to showcase her culture and connection to country through artworks. “The journey starts with a meeting place where Taldumande Youth Services, along with the young people and families we support, come together. The people that are sitting around the larger campfire showcases First Nations people’s diversity, the blue overlay that sits over two people represents their ancestors walking alongside them always guiding us on our journey through life. From this point, many pathways emerge, each symbolising the support and community connections along the life long journey. These connections are represented by small meeting places where people sit together in a circle yarning and sharing, reflecting a sense of belonging and guidance. The circle represents the circularity in First Nations cultural ways of being, doing, and knowing, this is the way we behave, act and know whether on Country or in our communities. Everything is connected to our relationships with people, plants and animals. Surrounding the journey are symbols that represents mountains—which also represent shelter—highlight the deep connection to Country, enveloping and supporting each step forward.”



TALDUMANDE YOUTH SERVICES ACKNOWLEDGEMENT

We acknowledge the Traditional Custodians of the lands on which our organisation and services are located and where we conduct our business. We pay our respects to ancestors and Elders past and present. Taldumande Youth Services is committed to recognising and honouring the Aboriginal and Torres Strait Islander peoples' continuing connection to land, water and community.



Virginia Howard OAM / Chair



Lisa Graham / CEO

CEO AND CHAIR MESSAGE

As the CEO and Chairperson of Taldumande Youth Services, we are proud to introduce our Reconciliation Action Plan (RAP), marking a significant step forward in our organisation's commitment to reconciliation with Aboriginal and Torres Strait Islander peoples.

At Taldumande Youth Services, we recognise the importance of acknowledging the histories, cultures, and contributions of Aboriginal and Torres Strait Islander peoples. Our RAP reflects our dedication to building meaningful relationships, fostering respect, and creating opportunities for reconciliation within our organisation and the broader community.

Through our RAP, we pledge to actively promote cultural awareness, embed First Nation peoples' perspectives into our programs and services, and strive for equity and inclusion for all. We will work collaboratively with Aboriginal and Torres Strait Islander communities to ensure our actions are guided by their voices and priorities.

Together, with humility and determination, we embark on this journey towards reconciliation, knowing that it is through genuine partnership and collective effort that we can create a more just and equitable society for all Australians.

OUR BUSINESS

Taldumande Youth Services is a non-profit organisation operating across Greater Sydney. As an organisation we are dedicated to providing vital support and accommodation services for vulnerable and homeless children and young people, families in crisis, individuals within the justice system, and victims of forced marriage. On any given night Taldumande house over 70 children and young people across Greater Sydney.

Our services encompass crisis intervention, accommodation, family reconciliation, case management, outreach, educational support, and life skills development. Taldumande Youth Services is committed to empowering young people and children, equipping them with the essential support and tools necessary to forge brighter futures.

As an organisation we employ over 60 permanent and part time staff including Aboriginal and Torres Strait Islander staff and Board Members. We are also supported by a team of volunteers from both the community and corporate services.

TALDUMANDE YOUTH SERVICES OPERATES AS A MISSION-DRIVEN AND VALUES-BASED ORGANISATION.

At the heart of our operations lie the principles and conduct that we passionately pursue.



SAFETY



RESILIENCE



INTEGRITY



INCLUSIVITY



UNDERSTANDING



EXCELLENCE



RESPECT





STATEMENT FROM CEO OF RECONCILIATION AUSTRALIA

INAUGURAL REFLECT RAP

Reconciliation Australia welcomes Taldumande Youth Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Taldumande Youth Services joins a network of more than 3,000 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 Taldumande Youth Services 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 Taldumande Youth Services, 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



WHAT IT MEANS

Crafting a Reconciliation Action Plan (RAP) for Taldumande Youth Services isn't just about paperwork. It's about doing something meaningful and important for our community, employees, clients and Aboriginal and Torres Strait Islander peoples.

It involves:

COMMITMENT TO RECONCILIATION

1.

By developing a RAP, Taldumande Youth Services demonstrates a genuine commitment to reconciliation with Aboriginal and Torres Strait Islander peoples. It signifies a willingness to acknowledge past injustices, promote understanding, and work towards building respectful and positive relationships with Aboriginal and Torres Strait Islander communities.

ADDRESSING HISTORICAL INJUSTICES

2.

Australia has a history of dispossession, marginalisation, and mistreatment of Aboriginal and Torres Strait Islander peoples. Developing a RAP provides an opportunity for Taldumande Youth Services to actively engage in addressing these historical injustices by promoting awareness, education, and actions that support reconciliation and social justice.

PROMOTING DIVERSITY AND INCLUSION

3.

A RAP helps to create a more inclusive and diverse workplace culture within Taldumande Youth Services. It provides a framework for recognising and celebrating the rich cultural heritage and contributions of Aboriginal and Torres Strait Islander peoples, while also fostering a sense of belonging and respect for Aboriginal and Torres Strait Islander staff, clients, and stakeholders.

ENHANCING SERVICE DELIVERY

4.

Through the development and implementation of a RAP, Taldumande Youth Services can improve the effectiveness of their programs and services for Aboriginal and Torres Strait Islander young people. By consulting with Aboriginal and Torres Strait Islander communities and incorporating their perspectives, needs, and aspirations into practices, Taldumande can better address the unique challenges faced by Aboriginal and Torres Strait Islander youth and provide culturally safe and relevant support services.

LEADERSHIP AND ACCOUNTABILITY

5.

Adopting a RAP demonstrates leadership within the organisation and the broader community. It holds Taldumande Youth Services accountable for their commitments to reconciliation and provides a framework for ongoing monitoring, evaluation, and reporting on progress towards reconciliation goals.

OUR APPROACH

Our approach to implementing our RAP will be centred on collaboration, staff and community engagement, and action.

We will establish a dedicated working group, prioritise culturally appropriate initiatives, provide staff training, and amplify Aboriginal and Torres Strait Islander voices.

We have recognised the importance of taking concrete steps towards reconciliation and have collectively agreed as an organisation to establish a working group dedicated to this purpose.

CHAIRPERSON: BRONWYN COCHRANE *BOARD MEMBER*

COMMITTEE MEMBERS

JENNA MCINTYRE *SENIOR CASE WORKER*

GREG SOAMES *SENIOR COMPLIANCE MANAGER*

SASKIA BROWN *CASE WORKER*

MAGGIE BOZINOVSKA *YOUTH COUNSELLOR*

Our RAP is being ***championed*** by Bronwyn Cochrane.

OUR PARTNERSHIPS & CURRENT ACTIVITIES

COMMUNITY PARTNERSHIPS

We recognise the importance of building authentic relationships with Aboriginal and Torres Strait Islander communities and actively engaging in reconciliation activities. We have established connections with various Aboriginal and Torres Strait Islander organisations, including Aboriginal Legal Service, Tribal Warrior, Centre for Cultural Competence Australia and the Allawaw Aboriginal Corporation.

INTERNAL ACTIVITIES/INITIATIVES TRAINING

Internally, Taldumande has implemented the following range of activities and initiatives aimed at increasing cultural awareness and promoting reconciliation within our organisation.

- Annual “Cultural Awareness” training for all employees. This ongoing training program is designed to educate employees about the histories, cultures, and rights of Aboriginal and Torres Strait Islander peoples, fostering greater understanding and respect.
- Acknowledgment of Country incorporated into our meetings, functions, events and included on our employee email signatures
- Engagement in NAIDOC Week, where employees and clients organise various activities to celebrate and honour Aboriginal and Torres Strait Islander cultures.
- Smoking Ceremonies included at several of our residential properties involving local Elders who share their history and knowledge with employees, clients and community members.
- Displays of Aboriginal Artworks and flags in offices and residential properties

RELATIONSHIPS

Action 1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	January 2025	Senior Case Worker
<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	January 2025	Senior Compliance Manager

Action 2. Build relationships through celebrating National Reconciliation Week (NRW).

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May/June 2025	Senior Case Worker
<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event. 	May/June 2025	RWG Chairperson
<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	May/June 2025	RWG Chairperson

Action 3. Promote reconciliation through our sphere of influence.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff. 	May/June 2025	Senior Compliance Manager
<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	February 2025	Managers
<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	February 2025	Senior Case Worker

Action 4. Promote positive race relations through anti-discrimination strategies.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	April 2025	Senior Compliance Manager
<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	March 2025	HR Manager Senior Compliance Manager

RESPECT

Action 1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	February 2025	Senior Compliance Manager
<ul style="list-style-type: none">Conduct a review of cultural learning needs within our organisation.	February 2025	HRManager

Action 2. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	February 2025	RWG Chairperson
<ul style="list-style-type: none">Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2025	Senior Case Worker

Action 3. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2025	Senior Case Worker
<ul style="list-style-type: none">Introduce our staff to NAIDOC Week by promoting external events in our local area.	June/July 2025	Senior Case Worker
<ul style="list-style-type: none">RAP Working Group to participate in an external NAIDOC Week event.	July 2025	RWG Chairperson

OPPORTUNITIES

Action 1. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March 2025	HR Manager
<ul style="list-style-type: none">Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2025	HR Manager

Action 2. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	April 2025	Senior Compliance Manager
<ul style="list-style-type: none">Investigate Supply Nation membership.	April 2025	Senior Compliance Manager

GOVERNANCE

Action 1. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Form a RWG to govern RAP implementation.	November 2024	Senior Compliance Manager
<ul style="list-style-type: none">Draft a Terms of Reference for the RWG.	November 2024	Senior Compliance Manager
<ul style="list-style-type: none">Establish Aboriginal and Torres Strait Islander representation on the RWG.	November 2024	Senior Compliance Manager

Action 2. Provide appropriate support for effective implementation of RAP commitments.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Define resource needs for RAP implementation.	November 2024	Senior Compliance Manager
<ul style="list-style-type: none">Engage senior leaders in the delivery of RAP commitments.	November 2024	RWG Chairperson
<ul style="list-style-type: none">Appoint a senior leader to champion our RAP internally.	November 2024	Senior Management Team
<ul style="list-style-type: none">Define appropriate systems and capability to track, measure and report on RAP commitments.	November 2024	Senior Compliance Manager

Action 3. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June 2025	Senior Compliance Manager
<ul style="list-style-type: none">Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey	August 2025	Senior Compliance Manager
<ul style="list-style-type: none">Complete and submit the annual RAP Impact Survey Reconciliation Australia.	September 2025	Senior Compliance Manager

Action 4. Continue our reconciliation journey by developing our next RAP.

DELIVERABLE	TIMELINE	RESPONSIBILITY
<ul style="list-style-type: none">Register via Reconciliation Australia's website to begin developing our next RAP.	October 2025	Senior Compliance Manager



CONTACT US

p. 02 9460 3777 Taldumande Youth Services Head Office, Level 2, 40 Chandos Street, St Leonards, NSW 2065

www.taldumande.org.au