



ACCESS 2 PLACE HOUSING

REFLECT
NOVEMBER 2022
– OCTOBER 2023



RECONCILIATION
ACTION PLAN

REFLECT





“I would paint an Aboriginal woman sitting by a creek or a river. The woman is looking down into the water and the reflection from the water is something that reflects the Aboriginal culture”.

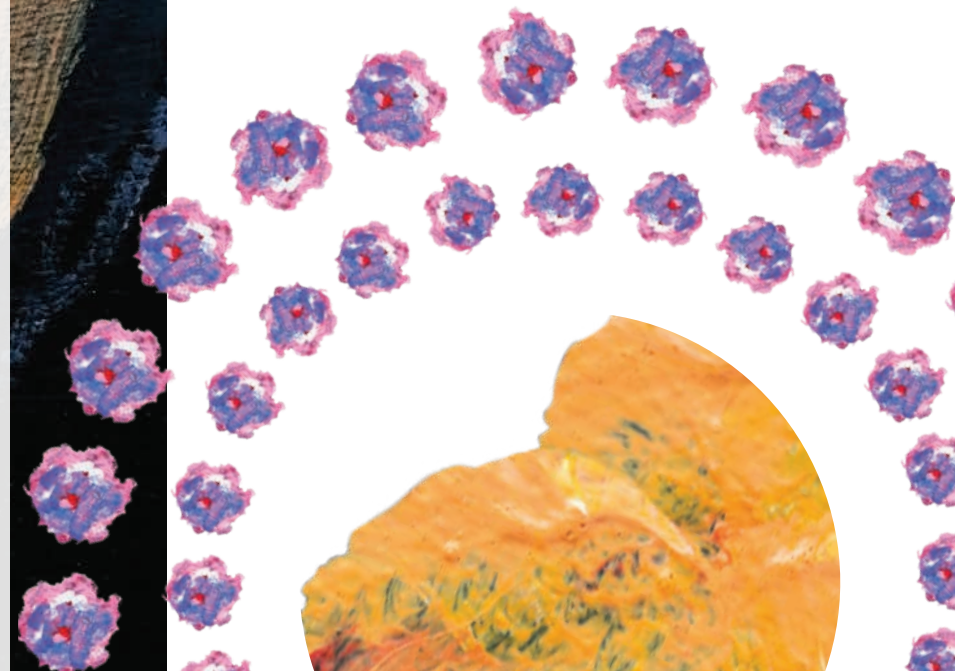
Mia Qua

Acknowledgement of Country

Access 2 Place Housing operates across several First Nations lands in South Australia. We acknowledge the Traditional Custodians of Country throughout the lands on which we work and live and pay our respects to their Elders past, present and emerging. We recognise and respect their cultural heritage, beliefs and continuing relationship with the lands and waters.

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Message from Chair

We have great pleasure in launching the inaugural Access 2 Place Housing (A2P) Reflect Reconciliation Action Plan (RAP).

The RAP is designed for a young organisation to help build better relationships between A2P, our tenants, the wider South Australian community and Aboriginal and Torres Strait Islander peoples. The A2P Reflect RAP is only a starting point, we have a strong will to do so much more.

As a not-for-profit community housing provider, we are inspired by the opportunities that exist to promote and respect the Aboriginal and Torres Strait Islander culture within our properties. The launch of our RAP is a way of capturing and documenting our vision.

We are determined, through our RAP, to demonstrate a leadership role in changing attitudes and increasing understanding of Aboriginal and Torres

Strait Islander peoples' history and culture. We encourage our stakeholders to embrace the changes illustrated and adhere to the values that are central to our RAP.

Our plan over the coming 12 months is to build relationships and partnerships with Aboriginal and Torres Strait Islander community organisations.

On our RAP journey, we have already begun reaching out to Aboriginal and Torres Strait Islander leaders in our industry and commenced collaborating with people in the housing and disability sectors to inform our actions when developing this RAP. We look forward to developing these connections further and building new partnerships through the implementation of our RAP.

A2P has started our reconciliation journey in small ways. We are including traditional place names in

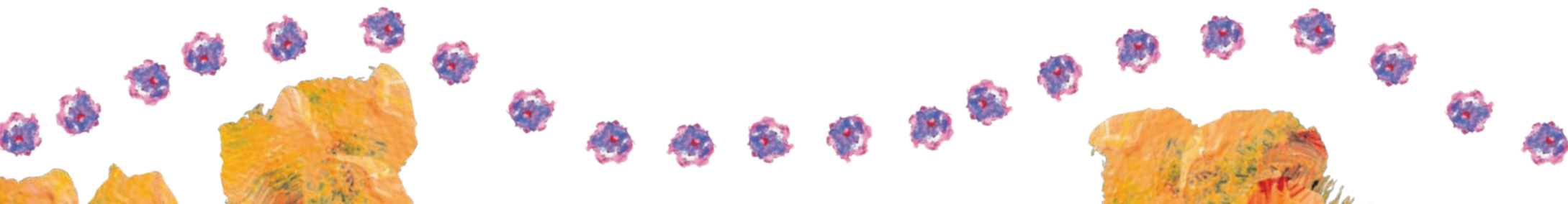
our daily activities – like meetings and correspondence; and the process of learning history and culture is underway amongst staff and board members.

The increased engagement will lead to providing better services to Aboriginal and Torres Strait Islander tenants and other stakeholders. We invite our stakeholders to share stories and insights with us as we look to build effective partnerships and support self-determination.

Thank you to all our staff, partners and advisers who have helped us to this point. Including our Reconciliation Action Group members and in particular Cheryl Axleby, who volunteered her time and provided a valuable cultural perspective in forming our RAP intent and values.

Mel Blondell
Board Chair

Trent Lines
Chief Executive Officer



CEO Statement | Reconciliation Australia

Reconciliation Australia welcomes Access 2 Place to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Access 2 Place 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.

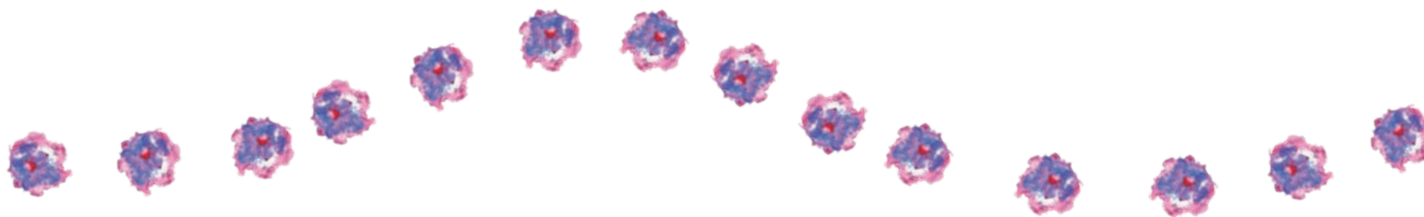
It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Access 2 Place 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 Access 2 Place, 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



Our business

Access 2 Place (A2P) is an independent, not-for-profit, community housing provider based in South Australia, supplying accessible and affordable homes for people living with disability. We are an innovative, dynamic and evolving organisation with a tenant-centred approach guiding our service. A2P provides housing and tenancy services for individuals and families that is safe, secure and affordable. With sustainable housing, our tenants can thrive and pursue their own personal, social and economic goals.

A2P is registered with the National Regulatory System (NRS) for Community Housing and is a registered National Disability Insurance Scheme (NDIS) service provider, which means that tenants can be confident that A2P is meeting national standards for service delivery.

As a niche service provider at the intersection of disability and affordable housing services in South Australia, A2P is a small organisation with a big reach. Our staff, board and consultants add up to fewer than 25 people, but our

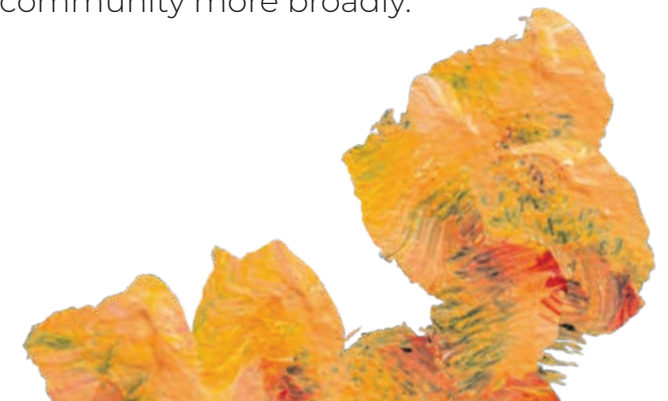
sphere of influence is broad. Currently, A2P houses over 500 people living with disability, with whom we communicate on a regular basis through our home visits, internet presence, newsletters, surveys, and, of course, by phone. Helping us to provide services for our tenants is a great team of contractors who undertake plumbing, electrical and general maintenance work on our behalf. And every day we work closely with dozens more individuals and organisations in our tenancy work: NDIS providers; families and advocates; hospitals and government agencies; and so many others.

Our small team of direct employees does not currently include anyone who identifies as being an Aboriginal and/or Torres Strait Islander person. Over the course of our RAP journey we will work towards offering a culturally appropriate work-place for staff. It is our hope that, as we grow, our team diversity grows too.

A2P operates exclusively in South Australia, serviced out of our office in Wayville. Most of our properties are

on Kurna Country (from as far south as Aldinga and north to Gawler), with other properties in regional SA. We have a dedicated Housing Officer to provide services specifically to our regional tenants, whom we visit twice each year. Learning about the Traditional Owners of the areas where our regional homes are located is an important deliverable for us.

We acknowledge that social and community housing providers have not always served First Nations Peoples well. Although we are only just starting our reconciliation journey, we know that, in our own business, we need to find ways to do better and to improve our understanding of the needs of Aboriginal and Torres Strait Islander Peoples in this space. From there, we can take positive action for the benefit of First Nations People we serve and our community more broadly.



Our Mission

Our mission is to provide innovative, secure, choice-based, affordable housing options and sustainable tenancy management for people living with disability.

Our Values

Integrity

“We do the right thing - even when no one is looking”

Choice

“A person’s choice is as individual as they are”

Evolving

“We are agile, we adapt, we lead”

Resilience

“We are here to stay”

Equity

“We recognise that not everyone has the same advantages in life”

Persistence

“We ask the difficult questions and we don’t shy away from a challenge”

Our RAP

Formed in 2014, A2P is a young organisation starting our journey towards better understanding of Aboriginal and Torres Strait Islander Cultures and reconciliation. As our organisation has grown, we have come to recognise the need to expand and become more culturally aware, inclusive and safe – for tenants, staff and stakeholders. We have tenants who identify as Aboriginal and/or Torres Strait Islander Peoples living in our homes and we will work to be more inclusive for everyone.

A2P recognises the need for broad societal change in the treatment of Aboriginal and Torres Strait Islander Peoples in Australia and we understand that we have a responsibility in this. We acknowledge that the specific needs of Aboriginal and Torres Strait Islander clients can be different from the needs

of non-Indigenous clients and that our understanding of how best to support and serve needs to grow. To achieve an improvement in our service we will work with stakeholders and other members of Aboriginal and Torres Strait Islander communities so we may better understand the needs of Aboriginal and Torres Strait Islander tenants and clients. This Reflect RAP will help us to identify ways to develop a culturally safe and responsive service.

This RAP marks our first steps into formalising our reconciliation journey. Through our Reflect RAP implementation, we aim to expand our engagement with Aboriginal and Torres Strait Islander Peoples by

- Partnering with and learning from Aboriginal and Torres Strait Islander led companies, organisations and communities
- Learning how to improve our service to Aboriginal and Torres Strait Islander tenants and other clients
- Learning how to provide culturally safe services within the community

We start our RAP journey by focusing on our clients and our industry, but our longer RAP journey is bigger than this. Reconciliation is about who we are as members of our community; how we acknowledge our national history – what has happened, what still happens. The RAP framework will help to give us focus, goals and timeframes, whilst also broadening our thinking about what we can do and how we can do it.

All A2P staff will be involved in RAP activities, as driven by the RAP Working Group, with people taking leadership in areas of particular interest or relevance for them. Although currently small, our RAP Working Group intends to grow over the course of our Reflect year, with the aim of establishing First Nations representation within the group.

Our intention is for our RAP to guide us to develop meaningful and achievable ways to grow our connections with Aboriginal and Torres Strait Islander Peoples in our communities. We are working to improve our understanding of the cultures of Aboriginal and Torres Strait Islander Australians and their every-day lives, with a focus on the



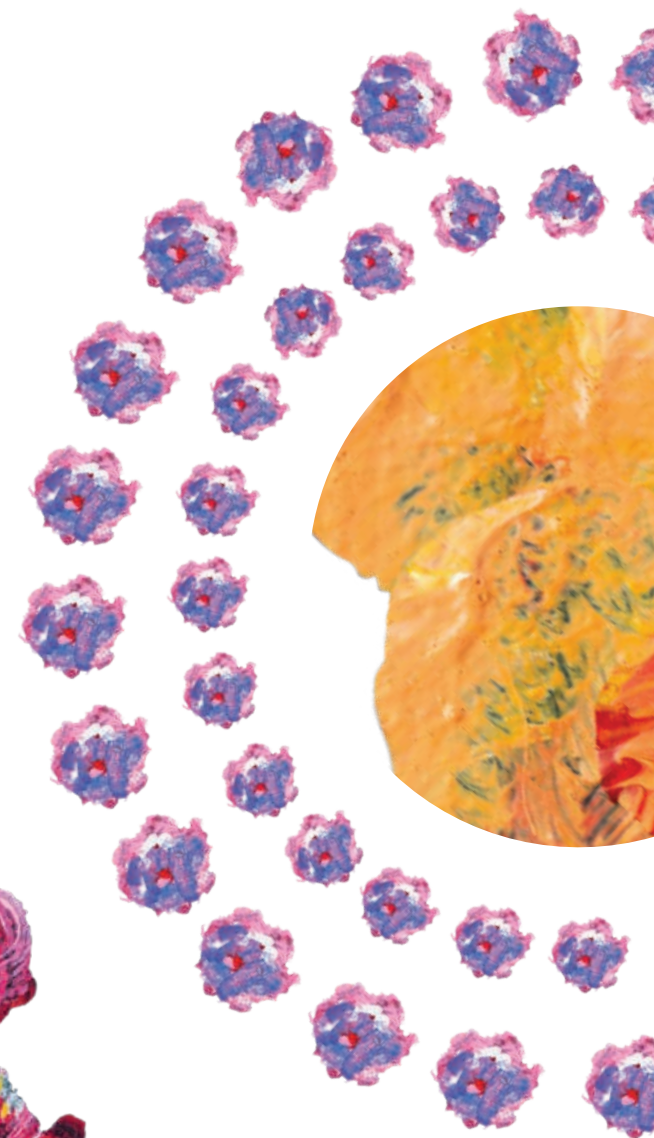
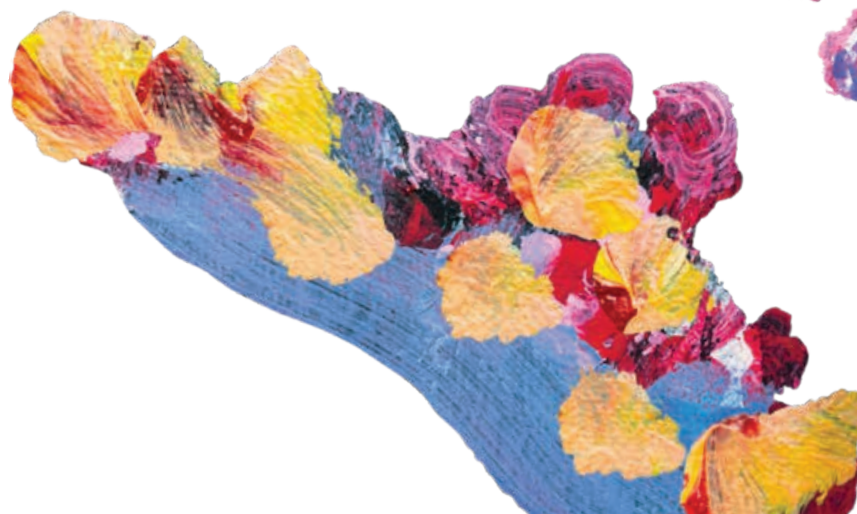
communities where we live and work. As a priority, we will start to learn more about local Traditional Custodians and share this with our staff. In addition, the RAP will inform related aspects of our strategic plan.

Reconciliation connects directly to A2P's core values – Equity in particular. We recognise that, due to intergenerational trauma, racism and the legacy of colonisation which continues to affect many lives today, Aboriginal and Torres Strait Islander Peoples frequently do not begin life with the same advantages as do most non-Indigenous Australians. We see our reconciliation journey over the coming years as a way for us to improve equity for Aboriginal and Torres Strait Islander tenants and stakeholders.

A diversity of areas from our business will be represented in our RAP Working Group, including A2P's Board of Directors. Responsibilities for RAP deliverables are being distributed among our staff and various activities will be undertaken by employees and Board alike. Our RAP Working Group is led by A2P's CEO who, additionally, takes

responsibility for multiple deliverables. A2P's Policy and Procedure Officer has been selected as RAP Champion and all staff members have been invited to take (or share) responsibility for an activity which interests them and they will be supported by their colleagues and the RAP Working Group to achieve these deliverables.

A2P staff are already developing a calendar of RAP and associated events, with the RAP at the core and being updated as we progress. This will be available for all members of our organisation to view and will provide a straight-forward means of reporting progress and notifying people of upcoming events.



Partnerships and current activities

At A2P we are looking forward to building relationships and partnerships with Aboriginal and Torres Strait Islander Community Organisations. On our RAP journey, we have already begun reaching out to Aboriginal and Torres Strait Islander leaders in our industry and begun working with people in the housing and disability sectors to inform our actions when developing this RAP. We look forward to developing these connections further and building new partnerships through the implementation of our RAP.

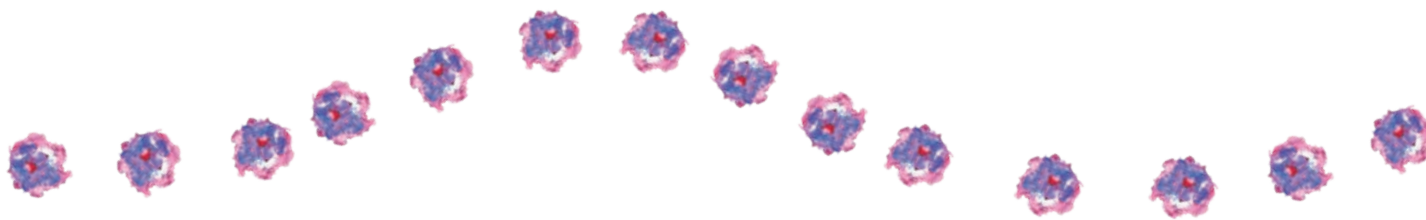
Some of our reconciliation steps are more straightforward to implement, so we have begun an informal process already, including

- Adding Traditional Place Names to our tenancy records; this is displayed on any letters sent to the tenants, helping to raise awareness within the community, and for ourselves, about which Country each home is on
- Referencing Kurna Country in the A2P office address
- Acknowledging Traditional Custodians at our meetings
- Undertaking training about the intersection of Disability and Aboriginality in South Australia
- Individual staff and board members undertaking their own personal education

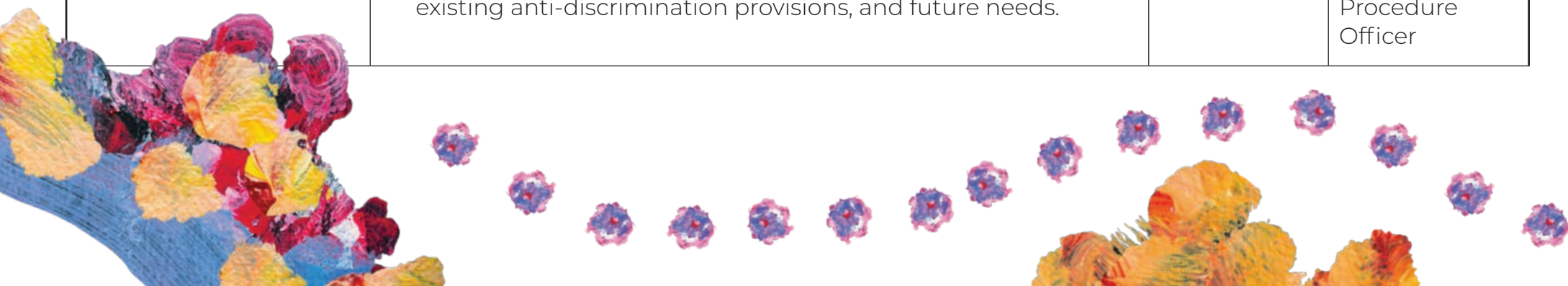
We aim to increase our engagement with Traditional Custodians from Communities to learn more about how we can provide better services to Aboriginal and Torres Strait Islander tenants and other stakeholders. We invite First Nations stakeholders to share stories and insights with us as we seek to build effective partnerships and support self-determination.

Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	February 2023	Operations Manager
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	June 2023	CEO
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	June 2023	Operations Manager
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event and report back to all staff and board what they learned. 	June 2023, July 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> Encourage and support staff, senior leaders and board members to participate in at least one external event to recognise and celebrate NRW. 	June 2023	RAP Working Group Chair



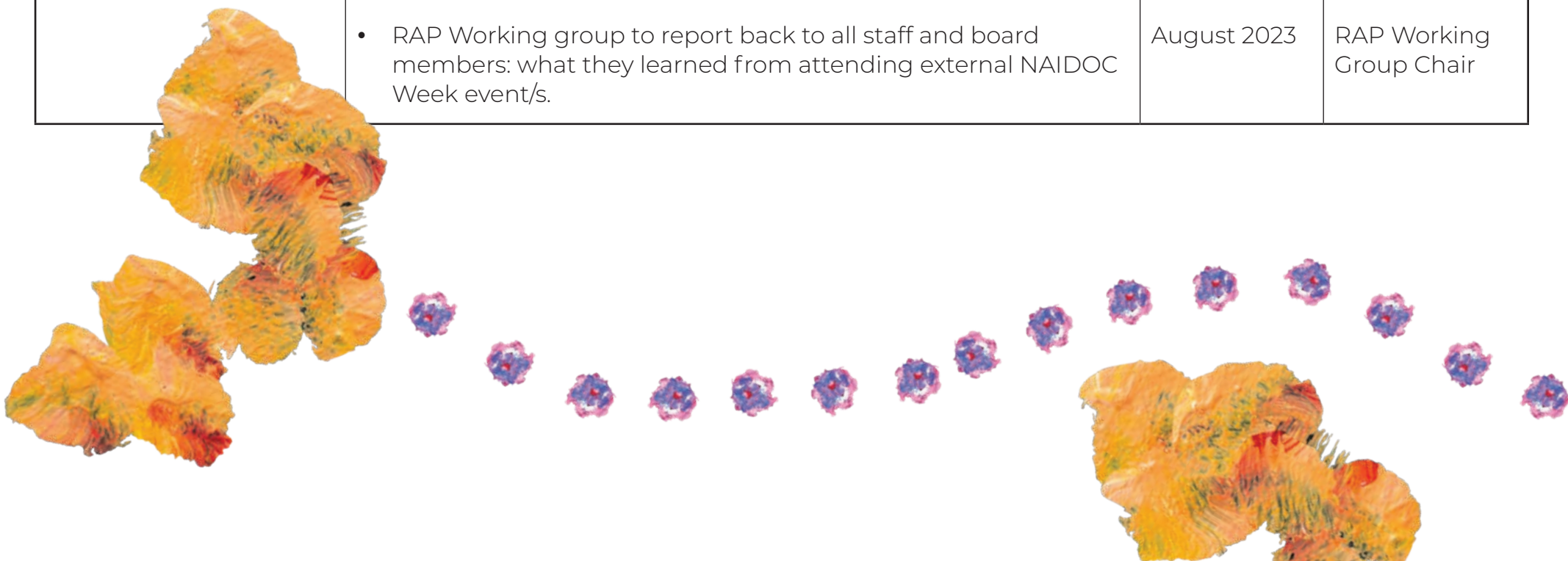
Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to all staff, tenants, stakeholders through: <ul style="list-style-type: none"> A2P newsletter A2P website discussion at monthly staff & board meetings. 	April 2023	CEO
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	March 2023	CEO
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	April 2023	Operations Manager
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	February 2023	Policy & Procedure Officer
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	April 2023	Policy & Procedure Officer



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	July 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	December 2022	Office Administrator
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Identify and develop an understanding of the local Traditional Owners or Custodians of the lands and waters where our houses are located. 	March 2023	A2P Board Deputy Chair
	<ul style="list-style-type: none"> Increase all staff & board members' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	December 2022	CEO
	<ul style="list-style-type: none"> Acknowledge Traditional Custodians of the lands we meet on at our events and our internal meetings. 	February 2023	Office Administrator
	<ul style="list-style-type: none"> When publicising our services, include Acknowledgement of the Traditional Owners where our homes are located. 	February 2023	Office Administrator

Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff and board members about the meaning of NAIDOC Week. 	July 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> Introduce our staff, board members and tenants to NAIDOC Week by promoting external events in our local area through our staff meetings, our newsletter and website. 	July 2023	Operations Manager
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	August 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> RAP Working group to report back to all staff and board members: what they learned from attending external NAIDOC Week event/s. 	August 2023	RAP Working Group Chair



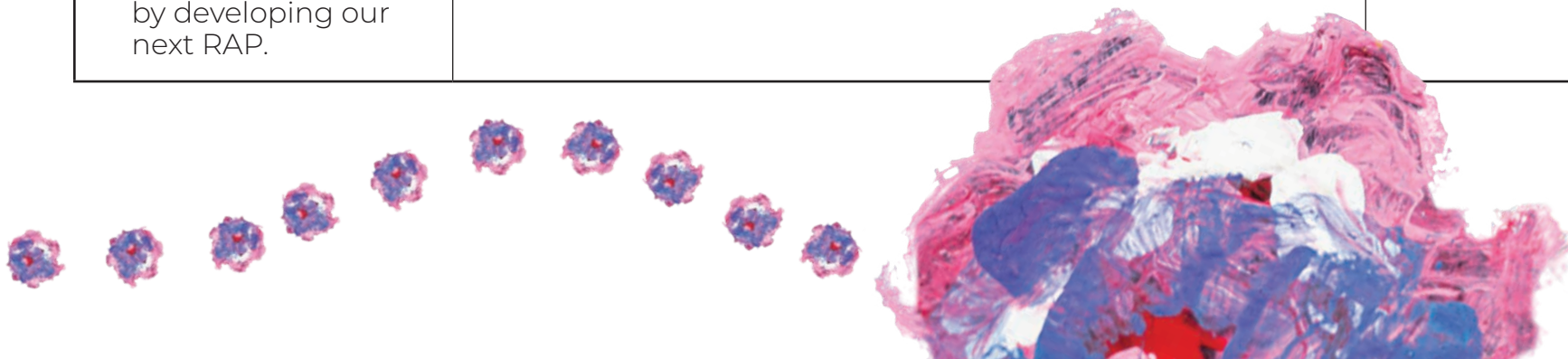
Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	July 2023	CEO
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	July 2023	Operations Manager
	<ul style="list-style-type: none"> Develop protocol to advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders, as employment opportunities arise. 	July 2023	HR Consultant
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	August 2023	CEO
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	May 2023	RAP Working Group Chair
10. Improve Tenant experience through greater understanding of cultural needs of First Nations Tenants.	<ul style="list-style-type: none"> Review Tenant Survey responses and analyse information about Tenants' Cultural Identity to gain a better understanding of cultural representation across our Tenant base. 	September 2023	Engagement Officer
	<ul style="list-style-type: none"> Identify organisation/s to work with on development of protocol for providing culturally appropriate tenancy services to our Aboriginal and Torres Strait Islander Tenants. 	August 2023	Operations Manager

Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Maintain a RWG to govern RAP implementation. 	November 2022	RAP Working Group Chair
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	December 2022	Policy & Procedure Officer
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	December 2022	RAP Working Group Chair
	<ul style="list-style-type: none"> Invite Aboriginal and Torres Strait Islander stakeholders to participate in quarterly meetings with RAP Working Group to consult on RAP implementation and review 	January 2023	Operations Manager
12. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	December 2022	CEO
	<ul style="list-style-type: none"> Engage senior leaders and board members in the delivery of RAP commitments. 	November 2022	CEO
	<ul style="list-style-type: none"> Appoint and maintain a RAP champion. 	November 2022	RAP Working Group Chair
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	December 2022	Policy & Procedure Officer

Action	Deliverable	Timeline	Responsibility
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	September 2023	RAP Working Group Chair
	<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 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire. 	August 2023	CEO
	<ul style="list-style-type: none"> Evaluate RAP and report progress to board and staff. 	August 2023	RAP Working Group Chair
	<ul style="list-style-type: none"> Publicise RAP achievements on A2P website and in our annual report. 	September 2023	Office Administrator
14. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia's website to begin developing our next RAP. 	May 2023	RAP Working Group Chair



Mia Qua – a story of Hope

When Mia was first asked if she would like to create something for A2P's RAP design, she was keen to be involved. She decided she "would paint an Aboriginal woman sitting by a creek or a river. The woman is looking down into the water and the reflection from the water. [This] is something that reflects the aboriginal culture".

Women are a common theme in Mia's work "I see beauty in women that most of them aren't even aware of or women are told they're not beautiful and they're not bright and they're not wonderful people, just because it's easy for them to be controlled when they have no self-esteem."

Talking about the 'Reflect' theme, Mia said "it gave me direction to go in, because it's your choice...when someone gives me a base to work from it's a lot easier."

Mia went on to paint the fabulous picture which features in our RAP, talking with some of our RAP working group members about the painting, Mia said she painted the "reflection of a white woman sharing the vision with

an Aboriginal woman. They see beyond today, what both races are capable of doing, positively, and joining together to make that come true."

Mia doesn't usually name her paintings & said of this one: "It belongs to you now, you've got to name it." As we talked more about how the picture came about, there was a name which jumped out at us: Hope. Mia said she was motivated by what she saw as A2P, through the RAP, "trying to achieve something that [would] see culture grow as the years pass on, not see culture destroyed. What I'm painting there is a hope."

"Water always represents emotion. When it's positive emotion, what I'm trying to put into the painting, it makes it stronger. It has its roots in, not only culture, but in the Dreaming ...and the hope... So that's what the water is: the emotion of that."

"My painting is a way I send out the emotion, get it reflected back, and what I learn from that helps me grow. It's very spiritual, my paintings."

Mia has been painting a long time. "Since I was little. I didn't have much [schooling], I learned to paint by watching others...

The Elders. I used to take it to a friend's place to do it so no one would destroy them there." – sadly, that did happen to some of Mia's artworks in her younger years. "The images are here [her head] getting them down to here [her hands] is the problem, that is something I'm trying to overcome, [because] my hands don't always work."

Much of Mia's artwork is very personal "I was abused and it's not just me. People after people tell me their stories, filled with pain...it makes me feel angry, that people are still turning a blind eye, or turning their face away so they can't see what's going on. We need to do a lot more training in...self-esteem and spirituality...making us strong beings."

Acrylic paints are Mia's preference, "I can use them as water paint [or] without breaking them down and they can be thickened." But Mia's extensive body of work includes a lot of drawings, sometimes combining pen or pencil with the water colour acrylics. When drawing, Mia's pictures are often made up of many, many fine lines.



Mia is a member of a local art group in Murray Bridge, it's a lovely way to connect with people and we are sure that the other members are learning plenty from Mia. *"It's really up to the person themselves to find what they want within themselves; you can't force people to do anything: the more you force the more they back off."*

Painting and drawing aren't Mia's only artistic outlets, *"I sometimes write poetry with my painting or do a piece of music... I play guitar, keyboard. It's harder to write music, because what I hear in here [her head] doesn't match what I get out"* and Mia has recently taken up the recorder. She's also a keen gardener and is currently growing sage, tomatoes and strawberries. she really likes watching things grow – *"kids, flowers, anything."*



ACCESS 2 PLACE HOUSING

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