

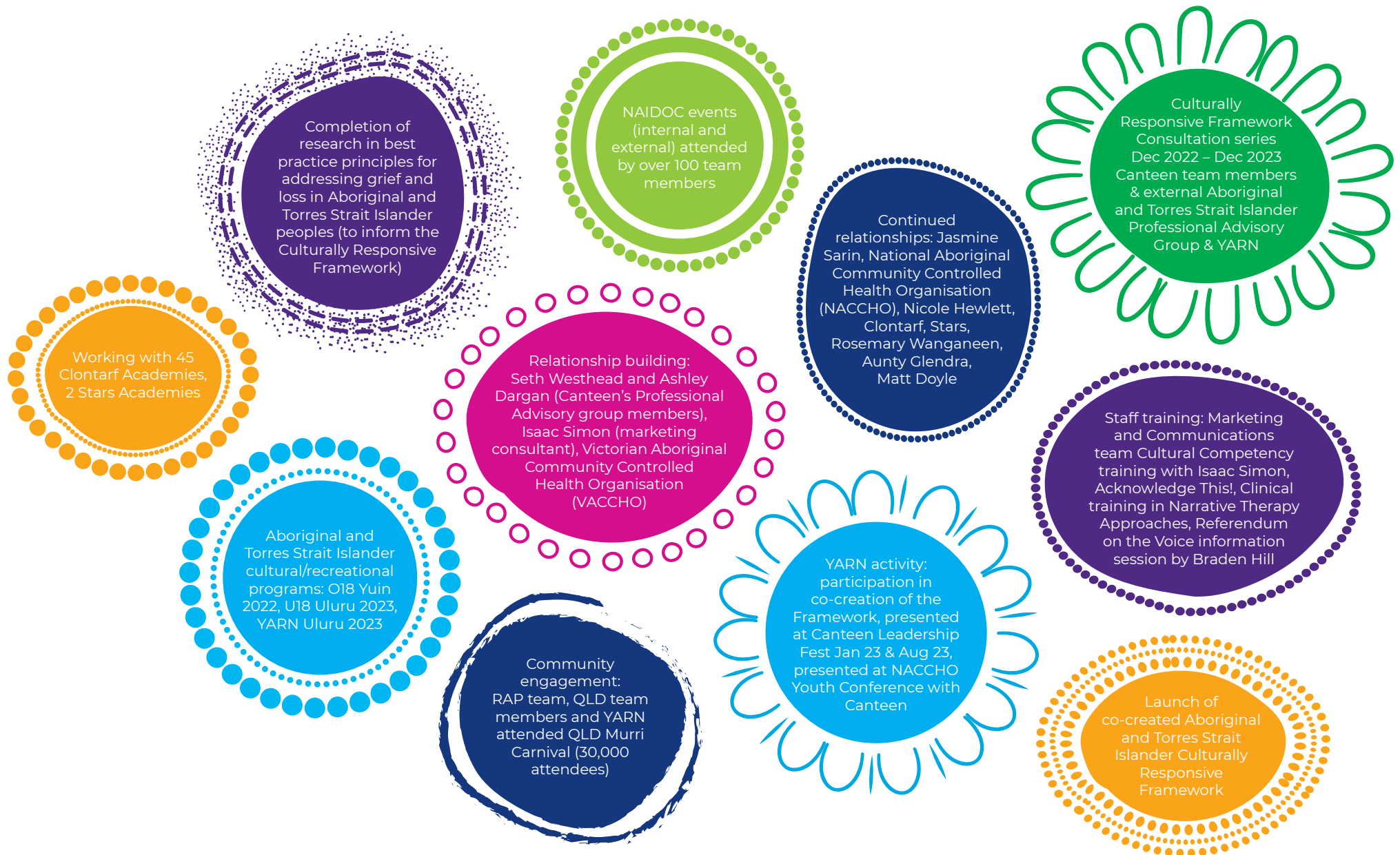


CANTEEN INNOVATE RECONCILIATION ACTION PLAN PROGRESS REPORT

January 2024



Highlights from Dec 2022 to Dec 2023



Our Innovate RAP progress

Canteen is committed to advancing reconciliation. We have honoured the intentions identified in the Reflect RAP stage and have set about achieving our Innovate RAP deliverables in meaningful and genuine ways.

There were a total of 66 deliverables attached to 15 actions to be completed across the RAP period Dec 2022 to Dec 2024. Within one year, we have completed 65% of the total deliverables across the plan.

The deliverables are specific, measurable activities Canteen has undertaken to advance reconciliation across the organisation. The actions fall under the broad categories of: relationships, respect, opportunities and governance and build on developments made within the Reflect stage of Canteen's RAP journey.

The following table outlines the deliverables sorted by month due and provides a short description of the activities undertaken to date.

Those marked 'In progress' are either not yet due (at time of reporting) or are deliverables that are still being finalised.



Key to progress indicators (outcomes):

-  Completed
-  In progress







Deliverable	Outcome	Achievements
DECEMBER 2022		
Appoint and maintain an internal RAP Champion from Senior Management	●	Peter Orchard, Canteen CEO appointed Dec 2022 as Innovate RAP Champion
Establish and apply a Terms of Reference for the RAP Working Group (RWG)	●	Established and ratified
Maintain Aboriginal and Torres Strait Islander representation on the RWG	●	We have 5 Aboriginal and Torres Strait Islander representatives on our RWG (2 internal, 3 external)
RWG to meet four times per year to drive and monitor RAP implementation	●	RWG has met quarterly across the year to address barriers and to share progress and highlights
Canteen Young Adult Reconciliation Network (YARN) to consult with Canteen's RWG and inform the implementation of Canteen's RAP deliverables	●	YARN meets quarterly and 2 members of the YARN form part of the RWG. YARN co-facilitator (Canteen's National Reconciliation Coordinator) is also a RWG member
Report RAP progress to all staff and senior leaders regularly via Canteen Reconciliation channel (Teams)	●	Key achievements and events posted on Canteen's Reconciliation channel, including National Reconciliation Week, NAIDOC Week, Aboriginal and Torres Strait Islander programs wrap ups, Sorry Day, Apology Day, events (Murri Carnival, National Bandanna Day), the Voice Referendum information sharing and general resource sharing
JANUARY 2023		
Define and maintain appropriate systems to track, measure and report on RAP commitments	●	RAP project management board implemented to document and track all RAP activities and achievements
Define resource needs for RAP implementation	●	Budgeting was completed in Nov 2021 for the Dec 2022 to Dec 2023 period. Budgeting completed Nov 2023 to cover off the remaining RAP period
Build understanding of current Aboriginal and Torres Strait Islander staffing to inform employment and professional development opportunities	●	Cultural survey completed end 2022. At the time of the survey, 5 team members identified as Aboriginal or Torres Strait Islander. People & Culture have submitted a request to add a box within our employment system to enable identification during onboarding (to be implemented early 2024)

FEBRUARY 2023


Investigate Supply Nation Membership		We have contacted Supply Nation to discuss membership. After internally reviewing we have decided at this stage not to pursue a Supply Nation membership
Develop a Canteen First Nations Business/Vendor Directory		Supplier database has been developed in Sharepoint. Waiting on finalisation/endorsement of guidelines and policies (procurement) to be developed to support roll out
Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff		We have frequently used/encouraged use of Aboriginal and Torres Strait Islander suppliers (caterers, designers, consultants, recreational event service providers, speakers, facilitators and trainers) and promote this on our Reconciliation Teams channel
Review engagement and continue to implement strategies to engage our staff in reconciliation		Continuous monitoring of team member interaction with Reconciliation Teams channel posts and logging attendance at events and training opportunities has shown good cross organisational engagement We are creating a RAP Champions Group that will begin meeting in 2024, their responsibility is to promote reconciliation opportunities within state teams and departments
Conduct a review of our cultural learning needs within our organisation		Cultural competency training and trauma informed training (for clinicians) is embedded within induction processes, with opportunities for further training offered throughout employment. From 01/07/2022 to 30/06/2023, 43 Canteen staff completed the Aboriginal and Torres Strait Islander Cultural Competence Course Canteen's Aboriginal and Torres Strait Islander Culturally Responsive Framework has been co-created with Canteen's Professional Advisory Group and the YARN. This framework and associated implementation guidelines will set the direction for staff training for 2024 onwards and will include clinical training in the Narrative approach and Yarning with Purpose
Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy		We have built new relationships and leveraged existing relationships with Elders and advisors (e.g. Rosemary Wanganeen, Aunty Glendra) and other young adult and professional Aboriginal and Torres Strait Islander stakeholders to discuss training, particularly as part of the consultations to develop the Culturally Responsive Framework

MARCH 2023

RAP Working Group to meet (four times across the year)		Meetings held 14/03/2023, 13/06/2023, 12/09/2023 & 12/0/12/2023
Advertise job vacancies via Aboriginal and Torres Strait Islander platforms to effectively reach Aboriginal and Torres Strait Islander peoples		Currently in progress with People & Culture. In the meantime, we have shared employment opportunities with our stakeholders to pass on to their networks
Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer		Submitted feedback to Reconciliation Australia to contribute to national data collection

<p>Develop opportunities for collaboration between Canteen's Research and Evaluation team and Aboriginal and Torres Strait Islander researchers with experience in grief and loss, trauma and/or oncology</p>		<p>Connections and collaborations with Aboriginal and Torres Strait Islander researchers including:</p> <ul style="list-style-type: none"> • Nicole Hewlett: Palawa woman and Project Manager in the First Nations Cancer and Research Wellbeing Program and a Fetal Alcohol Spectrum Disorder researcher in the General Practice Clinical Unit, University of Queensland (UQ). She is also one of Canteen's Professional Advisory group delegates. Nicole was consulted in the development of Canteen's report 'Support Services for Aboriginal & Torres Strait Islander People Experiencing Grief & Loss' and contributed greatly to the co-design of Canteen's Culturally Responsive Framework • Rosemary Wanganeen: Kurna and Wirringu woman and Founder and CEO of the Healing Centre for Griefology and one of Canteen's Professional Advisory group delegates. Contributed to the co-design of Canteen's Culturally Responsive Framework • Seth Westhead, Awabakal and Wiradjuri man and Co-Lead, Adolescent Health and Wellbeing Program Adolescent Health & Wellbeing (Aboriginal Health Equity) at SAHMRI. Contributed to the co-design of Canteen's Culturally Responsive Framework as part of the Professional Advisory Group • Tameeka Ieremia, Arabana woman, Social Research and Community Development Officer, Aboriginal Community Services and YARN member. Contributed to the co-design of Canteen's Culturally Responsive Framework and has represented Canteen at conferences and events throughout 2022 & 2023
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APRIL 2023






<p>Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations</p>		<p>Canteen's Strategic Relationships Manager, RAP has developed an engagement plan in collaboration with Worimi man and marketing consultant Isaac Simon</p> <p>Developed and disseminated Guiding Principles document for state teams to manage relationships with Clontarf and Stars organisations at a local level</p> <p>Canteen Community Engagement Officer role within NACCHO was implemented 2022 to focus on community awareness of Canteen and service provision offering</p>
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MAY 2023


<p>Register all our National Reconciliation Week (NRW) events on Reconciliation Australia's NRW website</p>		<p>Registered our internal NRW event on Reconciliation Australia's NRW website</p>
<p>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff</p>		<p>Shared NRW resources and reconciliation materials with managers and all team members via both email and the Reconciliation Teams channel</p>
<p>Organise at least one NRW event each year</p>		<p>We hosted an internal NRW event at our national office on Gadigal land (Sydney) to coincide with one of our Culturally Responsive Framework consultations. Canteen team members, YARN, Professional Advisory Group consultants and community members were in attendance. The key speaker was Jaiden McGregor, a YARN member</p>

Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop a guiding principles document for future engagement	●	<p>Canteen's Culturally Responsive Framework (co-designed with Aboriginal and Torres Strait Islander stakeholder groups) outlines the guiding principles and the skills and capabilities Canteen team members require to guide engagement with Aboriginal and Torres Strait Islander peoples</p> <p>Canteen's Strategic Relationships Manager, RAP regularly meets with Clontarf and Stars managers who reviewed the Guiding Principles document for working with their organisations</p> <p>Canteen's RAP and Marketing teams have met with Worimi man and marketing consultant Isaac Simon for cultural competency training and marketing strategy workshops</p>
Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace	●	Policies currently under review with National Reconciliation Coordinator and People & Culture
Consult with Aboriginal and Torres Strait Islander stakeholders to create a specific learning opportunity to understand perspectives on Sorry Business to enhance service delivery to First Nations families	●	The National Clinical Cultural Coordinator (a Yolngu man), is currently project managing this work. The Culturally Responsive Framework provides staff with a framework to work with Aboriginal and Torres Strait Islander young people experiencing grief and loss. Further work around Sorry Business will be completed mid 2024
Review, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country	●	Cultural protocol document currently under review. The development of the protocol has been placed on hold to incorporate learnings from the consultation and co-development of the Culturally Responsive Framework. Revised protocol to be launched early 2024
Provide senior leaders with cultural training that covers the effects of racism	●	Facilitated by Two Point Co, 25 senior staff attended the workshop
Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	●	<p>Training in understanding Acknowledgement and Welcome to Country protocols delivered to all staff by Acknowledge This! in Dec 2022</p> <p>Canteen team members and young leaders took part in an Acknowledgement of Country training session presented by the YARN at the 2023 Canteen Leadership Festival</p>
JUNE 2023		
Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW	●	All staff email and Reconciliation channel communication raising awareness of NRW. Also encouraged State Managers to organise attendance at local events via all staff email
RAP Working Group members to participate in an external NRW event	●	RWG were encouraged to attend local events due to the geographical distance between members (Canteen is a national organisation). The RWG were involved in the organisation of our internal all staff event
Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week	●	Attendance at NAIDOC Week is encouraged by senior leaders and People & Culture at Canteen


JULY 2023

Conduct ongoing research to inform development of First Nations Framework for service delivery		Senior Research Officer-RAP collaborated with Palawa woman Nicole Hewlett to develop the report which formed structure for co-creation of the Aboriginal and Torres Strait Islander Culturally Responsive Framework ('Support Services for Aboriginal & Torres Strait Islander People Experiencing Grief & Loss')
Promote and encourage participation in external NAIDOC events to all staff		All staff email and post in Reconciliation Teams channel to promote Indigenous Australian cooking event (internal) and attendance at local NAIDOC events
RAP Working Group to participate in an external NAIDOC Week event		RWG and all of Canteen team members invited to join in an Indigenous Australian cooking session (online)
Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy		In progress with People & Culture
Offer opportunities to Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy		In progress with People & Culture





AUGUST 2023

Investigate culturally appropriate icons and graphic imagery for use in use in Canteen research collateral		As part of the Culturally Responsive Framework, culturally appropriate icons and imagery were developed by Kamilaroi and Jerrinja designer Jasmine Sarin. These will be utilised across marketing collateral and research
In partnership with First Nations experts, complete research into grief and loss to establish best practice principles for addressing grief, loss and trauma in Aboriginal and Torres Strait Islander communities		Research and report completed (in consultation with Palawa researcher, Nicole Hewlett) 'Support Services for Aboriginal & Torres Strait Islander People Experiencing Grief & Loss'
Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy		As part of the Culturally Responsive framework consultations, Aboriginal and Torres Strait Islander Elders and advisors contributed to development of the cultural learning strategy
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		Completed






SEPTEMBER 2023

Develop, implement, and communicate a cultural learning strategy for our staff		The development of the cultural learning strategy for the whole organisation is in progress. Clinical Cultural learning will be communicated to staff via implementation guidelines and specific training on the Narrative approach, Yarning with Purpose and care planning. This will be implemented from Feb 2024
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OCTOBER 2023

Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs		Anti-discrimination is a key part of Canteen's Discrimination, Bullying and Harassment policy, updated and launched in October 2023
Identify experiential learning opportunities for our staff to be involved in cultural immersion activities		<p>Cultural immersion opportunities offered to date:</p> <ul style="list-style-type: none"> • Additional Canteen team members taken on programs (Uluru and Yuin) • NCAs attended 'The Lume - Connections', a large immersive installation at Melbourne's National Convention Centre representing the largest collection of Australia's First Peoples' art ever assembled • Brisbane State team went to GOMA for NAIDOC exhibition • Programs Officers working with Clontarf students • Indigenous Australian cooking session for NAIDOC • Yarning circles with Cancer Hub team (conducted by Team leader – a Wiradjuri woman) • Cultural Supervision from NCCA (for Aboriginal and Torres Strait Islander team members) • YARN cultural learning session at Leadership Festival (2023) • WA staff attended NACCHO conference
Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire		Completed
Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy		Anti-discrimination is a key part of Canteen's Discrimination, Bullying and Harassment policy, updated and launched in October 2023. Aboriginal and Torres Strait Islander team members were consulted in the development of this policy

NOVEMBER 2023

Develop, implement, and communicate an anti-discrimination policy for our organisation		Anti-Discrimination, Bullying and Harassment training sessions were offered to all team members post policy launch and these documents are required to be read and acknowledged upon commencement of employment at Canteen
Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy		In progress with People & Culture
Provide opportunities for Aboriginal and Torres Strait Islander peoples to secure work experience/ student placements within Canteen		In progress with People & Culture
Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia		The RAP Impact Measurement Questionnaire was submitted to Reconciliation Australia on 7/10/2023
Publicly report our RAP achievements, challenges, and learnings, annually		Annual progress report shared on Canteen social media channels

DECEMBER 2023

Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses		In progress with Head of Finance
Develop and implement an Aboriginal and Torres Strait Islander procurement strategy		In progress with Head of Finance
Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation		Supporting Alliance partners with progression of their RAPs (Camp Quality & Red Kite) – sharing information and experiences
Engage our senior leaders and other staff in the delivery of RAP commitments		<p>Executive Director Services, Executive Director People & Culture both members of the RWG. Other Canteen team members from across the organisation are part of the RWG with select staff having responsibility for RAP deliverables</p> <p>A dedicated project management board enables RWG and team members assigned deliverables to collaborate and monitor their own and other team member's progress with deliverables</p> <p>All Canteen team members invited to participate in:</p> <ul style="list-style-type: none"> • Canteen NAIDOC Week celebration • A dialogue with Brayden Hill regarding the Referendum • Culturally Responsive Framework launch

Contact us

For more information about Canteen's Reconciliation Action Plan, please contact:

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