



annecto –
connecting you
to the right people

Reflect Reconciliation Action Plan

July 2017 – June 2018





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About the Reflect RAP

The Reconciliation Action Plan (RAP) is about organisations from every sector turning good intentions into real actions and rising to the challenge of reconciling Australia. A RAP is a business plan that uses a holistic approach to create meaningful relationships, enhanced respect and promote sustainable opportunities for Aboriginal and Torres Strait Islander Australians.

The RAP program includes four types of RAPs, each offering a different level of engagement and support. In developing a Reflect RAP, annecto commits to completing the following actions over the next 12 months to ensure we are well positioned to implement effective and mutually beneficial initiatives as part of future Reconciliation Action Plans. In this RAP and future RAPs, annecto will identify relationships, respect and opportunity actions specific to our business and sphere of influence.

Our Reflect RAP will allow annecto to focus on building relationships both internally and externally, and raise awareness with our stakeholders to ensure there is shared understanding and ownership of the RAP within our organisation. Development of annecto future RAPs will involve consultation with staff across our organisation including Aboriginal and Torres Strait Islander staff and/or stakeholders to achieve our vision for reconciliation.



Our business

annecto is one of Australia's leading community inclusion not-for-profit organisations. Operating from a social inclusion and human rights perspective, annecto assists all Australians with a disability, older people, their carers and families to engage and participate in the community with the aim of living good lives in a home of their choice. annecto has a strong commitment to people with dementia, intellectual disability and acquired brain injury.

The diverse groups in the annecto community include older people, young people, people from multicultural backgrounds, Aboriginal and Torres Strait Islander peoples and communities, families, friends, staff, students and training organisations, volunteers, annecto members, friends and individual donors, partner organisations including funding bodies, government, community and business.

annecto provides Home Care Packages to older Australians to help them to remain living safely and comfortably at home, connected to their family and friends and active in their local communities. We provide respite for carers to allow them time to re-energise so they can continue to look after their loved one. We also assist people to identify the life goals that are important to them, help them to plan and design a range of individually tailored services and connect them with networks and organisations that will help them remain as independent as possible. In doing so, we try to match our staff to the client so they share a common language, interests or outlook in life.

A service annecto has available in Victoria is the David House Learning Hub. It offers various activities and courses, designed to assist people with disability to get involved in their community and to increase learning and independence. The learning opportunities or activities are offered both on and off-site and are based on personal interests. Courses range from using iPads and general computer skills to gardening, exercise, health and wellbeing for adults and the creative arts. The courses may assist people with disability to develop skills that lead to employment or new interests and hobbies.

Through its Speakers Bank program annecto supports and encourages older people and people with disability to have opportunities to talk publicly about their personal experience of disability and ageing and to become confident public speakers in addressing community groups about barriers to inclusion and experiences relating to work, social, and recreational pursuits. Speakers Bank raises awareness, acceptance and understanding of people with disability and older people through the power of communication. All Speakers Bank presenters are trained in public speaking and are eager to share with the community the story of their lives, their experiences and their challenges. Speakers present a positive image to the community providing information about the challenges older people and people with disability face in their daily lives.

annecto also recognises the value of community leadership and supports Kinchela Boys Home Aboriginal Corporation (KBHAC) with the Ability Links NSW disability service. Our aim is to develop sustainable opportunities for Aboriginal and Torres Strait Islander organisations and communities to create solutions that are culturally safe and connected. Ability Links NSW Coordinators, known as Linkers, work closely with people with disability, their families and carers to support them to fulfil their goals, hopes and dreams. Whether their goal is to participate in sport, education, volunteering, or other activities, the service user remains at the centre of decision making about how they want to lead their life. KBHAC deliver Ability Links NSW across a number of Sydney suburbs - Bankstown, Liverpool, Canterbury, Ashfield, Burwood, Strathfield and Fairfield.

Again, operating from a social inclusion and human rights perspective annecto has a strong commitment to connecting people and communities and facilitating conversations around a range of issues relating to ageing and disability needs. The organisation does this through “thought leadership,” a term annecto uses to describe its role in adding to a conversation to contribute to improved social outcomes, innovative thinking or facilitation of important conversations. annecto also connects people and communities through community education and development, social policy advocacy and service delivery.

The 2015-16 annecto annual report states the organisation employs four hundred (400) people in various roles. Staff numbers have increased by only twenty from the previous financial year.

Four of the major employment areas include support workers, worker support coordinators and case managers, professional specialists such as social workers, nurses, accountants, educators and management.

The 2015-16 annecto annual report also reflects the contribution seventy-five volunteers make to annecto and the value added to the organisation as a result of their contribution. Consultation with the Human Resources department found annecto does not have any reliable data on the breakdown of the background of its volunteers.

annecto currently employs twelve known Aboriginal employees within the organisation, an Aboriginal Liaison Officer and a part time Workforce Coordinator based in Sydney, a Practice Leader in Kempsey, four Support Workers in Sydney, three Support Workers in Kempsey and two Support Workers based in Mildura. The Support Workers provide assistance to care recipients in most areas of living in their home and in their community and as part of the Reflect RAP our view is to build a business case and investigate ways annecto can increase Aboriginal and Torres Strait Islander employment across all levels of the organisation. As part of this we will plan to undertake a staff survey in an effort to determine other current staff whom identify as being an Aboriginal and/or Torres Strait Islander person. Previously annecto had an Aboriginal person employed as a Case Manager Operations in QLD and a Wiradjuri man from western New South Wales on the Board for two years.

Another survey we will conduct as part of this RAP is to capture baseline data on the knowledge and awareness of Aboriginal and Torres Strait Islander peoples, cultures, history and achievements among our employees and volunteers.

It should be noted that the Home Care Packages offered by annecto have an option to self-identify if care recipients are Aboriginal and/or Torres Strait Islander peoples, which is reflective of Federal Government policy. This allows the collection of data to determine the annecto Aboriginal and Torres Strait Islander care recipient figures. However, this option has not been available on annecto staff member forms for new staff. As part of the implementation of this Reflect RAP, we will introduce this question and fresh forms for new employees of annecto. We will also ensure those current staff, who identify as Aboriginal and/or Torres Strait Islander peoples, have the opportunity to provide this information on their employment records.

annecto is registered to operate in all Australian states and territories. It currently operates in metropolitan Melbourne and Sydney, the Loddon Mallee and Grampians areas of regional Victoria, Northern Tasmania, NSW Orana Far West, NSW Mid North Coast, QLD's Sunshine Coast and the ACT. Centres and offices are located in Coburg, Footscray, Mildura, Ringwood, Yarraville, Werribee, Broken Hill, Glebe and a satellite office at Bidwill in western Sydney.



Our RAP

An annecto goal is to be inclusive of all people within the Australian community. At present it appears there is little or no data at annecto to determine past and current numbers of Aboriginal and Torres Strait Islander employment within our organisation. As a result it could be assumed that the First Australians have not been well represented across the organisation at all levels or that the current systems annecto has used to collect data have been inefficient in effectively identifying who from our staff and volunteers are Aboriginal and/or Torres Strait Islander peoples. The organisation will utilise this Reflect RAP to help consolidate information and ensure a consistent approach is embedded across the organisation.

However, annecto has shown increasing involvement within Aboriginal and Torres Strait Islander communities through some small projects and the development of partnerships with Babana Aboriginal Men's Group Sydney and KBHAC, via its Sydney office. These relationships have provided annecto with the opportunity to increase the intake of Aboriginal and/or Torres Strait Islander care recipients on Home Care Packages, often on priority access, and allowed annecto to be part of serious conversations around issues such as suicide awareness in First Australian communities.

annecto wants to have an open dialogue with Aboriginal and Torres Strait Islander peoples across Australia and wants to ensure the organisation is a culturally safe and culturally appropriate place for First Australian care recipients, staff and stakeholders.

While many Aboriginal communities have successfully utilised state operated Aboriginal Home Care Services for decades, annecto's research has shown that Aboriginal and Torres Strait Islander peoples are not accessing Federal Government funded Home Care Packages. One reason for this is due to the remoteness of many Aboriginal and Torres Strait Islander communities but this does not provide an explanation for Australia's largest Aboriginal and Torres Strait Islander population located in western Sydney. annecto research also found that traditionally the aged care sector has not been culturally safe and culturally appropriate, making Aboriginal and Torres Strait Islander peoples hesitant to utilise available services.

To ensure annecto is a culturally safe and culturally appropriate environment the organisation will acknowledge the historical factors of the invasion of Australia and the affects this has had on Aboriginal and Torres Strait Islander communities and the current challenges faced. annecto acknowledges each Aboriginal and Torres Strait Islander community has its own history, traditions and community protocols and agrees to listen and work with these communities in supporting their needs through, but not limited to, open communication and trust, mentoring and offering a choice on how they live their lives in their older years.

annecto CEO, Estelle Fyffe, will be the champion of our Reflect RAP. Estelle has extensive experience across the community, health and education sectors. She is committed to building and maintaining a sustainable organisation that facilitates human rights, community inclusion and the unique identity of individual stakeholders. Estelle has the support of the annecto Board for the development of our Reflect RAP.

In recent times, annecto has been involved with Aboriginal and Torres Strait Islander communities and our Reconciliation journey includes:

1. NAIDOC Week events

In 2016 annecto sponsored two awards at the Western Sydney NAIDOC Dinner Dance and Local NAIDOC Awards ceremony held at the St Marys Band Club.



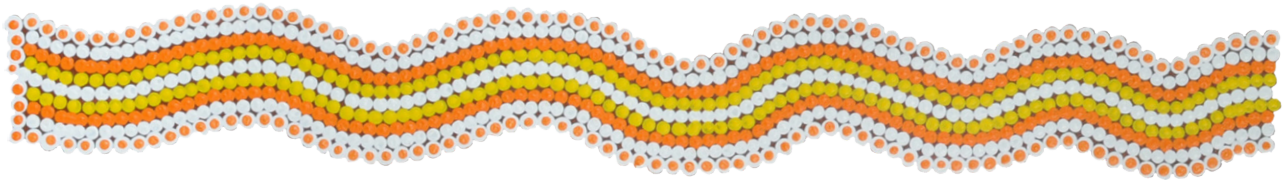
KBH survivor Uncle Michael “Widdy” Welsh was awarded the annecto 2016 Agency Award for his work as the Treasurer of the KBHAC and his support for his fellow KBH brothers, among his other volunteer commitments.

A survivor of the Stolen Generations, Uncle Michael is a proud Wailwan man from Coonamble in NSW. A passionate advocate for ending intergenerational trauma, Uncle Michael works tirelessly to ensure supports are also available for children and grandchildren of Stolen Generations members. “The pain must stop with us. We need the resources to restore our family structures” is a motto Uncle Michael believes in, and one that represents the way forward. An intelligent and outstanding leader, Uncle Michael is also a valuable member of annecto’s Reconciliation Action Plan Working Group.



The NAIDOC Person of the Year Award, sponsored by annecto, was won by Stephan Jaeggi (pictured above holding the microphone) for his personal commitment and service to his community. Stephan works diligently to promote Aboriginal culture to the broader community and advance the community in general. A tireless fundraiser, Stephan has raised funds to help members of the community to cover urgent medical bills, including his own son, who was diagnosed with a brain tumour.

Our CEO, Estelle Fyffe, along with our Aboriginal Liaison Officer Paulette Whitton, and Board Member Ross Joyce were honoured to present the two Awards at the gala event in western Sydney, on Saturday 16 July 2016.



annecto co-sponsored the Harbour City Ferries 2015 NAIDOC Week event which marked the launch of student artwork aboard the famous Sydney Manly Ferry service. Our CEO along with annecto Aboriginal Liaison Officer, Paulette Whitton, spoke about annecto, its services and commitment to forming relationships with Aboriginal and Torres Strait Islander communities.



Pictured annecto's Aboriginal Liaison Officer Paulette Whitton and Practice Leader Himanshu Singh, KBHAC's Business Manager Rod Ravenscroft, annecto's CEO Estelle Fyffe and Board Member Ross Joyce at the 2015 Harbour City Ferries NAIDOC Week event at Circular Quay in Sydney.



Pictured some of the crowd with The Glen dancers.



Pictured Aunty Barbara McGrady with Paulette Whitton at the 2015 Elders lunch.

Gamilaroi woman, Aunty Barbara McGrady, is one of the local Elders and is a deadly professional photographer who describes herself as an observer and a protagonist - a 'documentarian' of historical events that are important to Aboriginal cultures and peoples.

In 2014, annecto's Broken Hill office participated in a family fun day as part of NAIDOC Week in Far West NSW.





Babana Aboriginal Men's Group Founder and Chairperson, Mark Spinks (third from left) leads the 2016 Coloured Digger March which he and his small team created over a decade ago. Warrant Officer First Class, Colin Watego, in uniform.

2. Coloured Digger March

The Coloured Digger March is held annually on ANZAC Day in Redfern Sydney. It is hosted by annecto partner, Babana Aboriginal Men's Group Sydney, to recognise the contribution Aboriginal and Torres Strait Islander servicemen and women made to the various overseas battles since the Boer war. Many of this group of veterans returned home to be placed back under Government policies that controlled their lives and they did not receive their proper service entitlements that were available to their fellow servicemen and women.

The Coloured Digger March also recognises and acknowledges Aboriginal and Torres Strait Islander peoples who fought and defended their homelands in the frontier wars fought on home soil during the invasion of Australia.



Pictured NSW Governor David Hurley, annecto Sydney Manager Mike Hercock and CEO Estelle Fyffe.



Pictured annecto's Board Member Ross Joyce and Sydney Manager Mike Hercock with KBHAC CEO Tiffany McComsey marching at the 2016 Coloured Digger March.

For the first time in 2015, our CEO attended the event and on behalf of annecto laid a wreath to pay respects to the diggers in honour of the partnership annecto has created with Babana Aboriginal Men's Group Sydney. During the event Estelle connected with members of Babana and carried the Aboriginal and Torres Strait Islander 'Our Vietnam Veterans' banner in a section of the Coloured Digger March. In 2016 annecto Board member Ross Joyce joined Manager Sydney Mike Herccock to lay a wreath and take part in the march alongside KBHAC members.



Pictured Uncle Cecil Bowden laying a wreath. Uncle Cecil and his siblings were kidnapped by authorities while his father was serving in the armed forces during WW2. His calls for the return of his children were denied.



Pictured Kinchela Boys Home (KBH) survivors Uncles Cecil Bowden, Willie Leslie and Paul Whitton carry the Honour, Recognition, Respect banner at the 2016 Coloured Digger March in Redfern.

3. annecto Sydney Christmas party 2014

annecto hosted its first Christmas Party for Aboriginal care recipients, particularly those from annecto's partnership with KBHAC and Babana Aboriginal Men's Group Sydney.

Our CEO attended the event and held individual conversations with the care recipients and partnership members making connections with all those in attendance. She also delivered a speech about annecto's wish to work in partnership with and learn more from Aboriginal and Torres Strait Islander peoples and communities, to build cultural awareness and respect for Australia's First Peoples across annecto.

4. KBHAC and Ability Links Working Group

We have been a key member of the working group for the Ability Links partnership with KBHAC. The Working Group is made up of representatives of the KBHAC Board and Management alongside annecto's CEO, one board member and select managers to build a mutual Governance and Management structure for the delivery of Ability Links NSW. The objectives of this Working Group is to build the capacity of KBHAC to eventually take over the full management and Governance of the Ability Links NSW program.

In May 2016 the Ability Links NSW program was audited for the first time as part of annecto's Third Party Verification process and passed with flying colours! Further work will be completed so that KBHAC receives full accreditation.

5. KBHAC 90th Anniversary of the Opening of the former Aboriginal boys' home

A three day series of events were held in Kempsey NSW during October 2014 to commemorate the opening of the Kinchela Boys Home in 1924.

annecto co-sponsored the 90th anniversary commemorations and provided staff to assist with the management and production of the events as well as providing support to the older Aboriginal people in attendance.

On behalf of annecto our CEO Estelle Fyffe, former Board member Mark McMillan and former General Manager Adam Carozza attended and heard firsthand the stories of the men who suffered abuse and disconnection from their families and cultures by the management and staff of the institution.



Pictured annecto's CEO Estelle Fyffe and Sydney Manager Mike Hercock, former Board member Mark McMillan and former General Manager Adam Carrozza, at the gate of the Kinchela Boys Home during the 90th anniversary of the opening of the former institution for Aboriginal boys.

6. Aboriginal Aged Care Advocacy

annecto's commitment to advocating for the aged care needs of Aboriginal and Torres Strait Islander communities arose in the early days of our partnership with KBHAC in the delivery of our Federal Government funded Home Care Packages. annecto found that KBHAC members did not feel safe with the current hospital Aged Care Assessment process and so did not access the Federal funded Home Care services that they were entitled to. Our Sydney office met with Blacktown Hospital Aged Care Assessment Team on 5 April 2014 to identify and create a culturally appropriate process which included Aboriginal representation in the assessment.

In August 2014 a community event was held to lobby Government representatives for the creation of an aged care strategy for older Aboriginal and Torres Strait Islander peoples. The event was hosted by well-respected Aboriginal man and member of annecto partner organisation Babana Aboriginal Men's Group, Pastor Ray Minniecon, and included Opposition Deputy Leader Tanya Plibersek and Opposition Parliamentary Secretary for Health and Ageing Shayne Neumann.

annecto attended meetings with the Department of Social Services in July 2015 and Department of the Prime Minister and Cabinet in March 2016 to discuss the current legislation restricting Aboriginal and Torres Strait Islander aged people including the current guidelines.

We have recognised that the life expectancy of Aboriginal and Torres Strait Islander peoples is much lower than that of other Australians and as a result annecto is currently working with the Redfern Legal Centre campaign to advocate for the reduction of the pension age for Australia's First Peoples. An initial meeting was hosted by Babana Aboriginal Men's Group on 29 April 2016 at the Sydney annecto office based in Glebe.

Sydney annecto team members, Mike Herccock, Himanshu Singh and Paulette Whitton and Babana Aboriginal Men's Group Chairperson, Mark Spinks, met with the outgoing Age and Disability Discrimination Commissioner, Susan Ryan, on Friday 15 July 2016 to raise ongoing issues with the My Aged Care system, the impact of suicide on the Aboriginal and Torres Strait Islander community and ongoing ageing issues for older Aboriginal and Torres Strait Islander peoples.

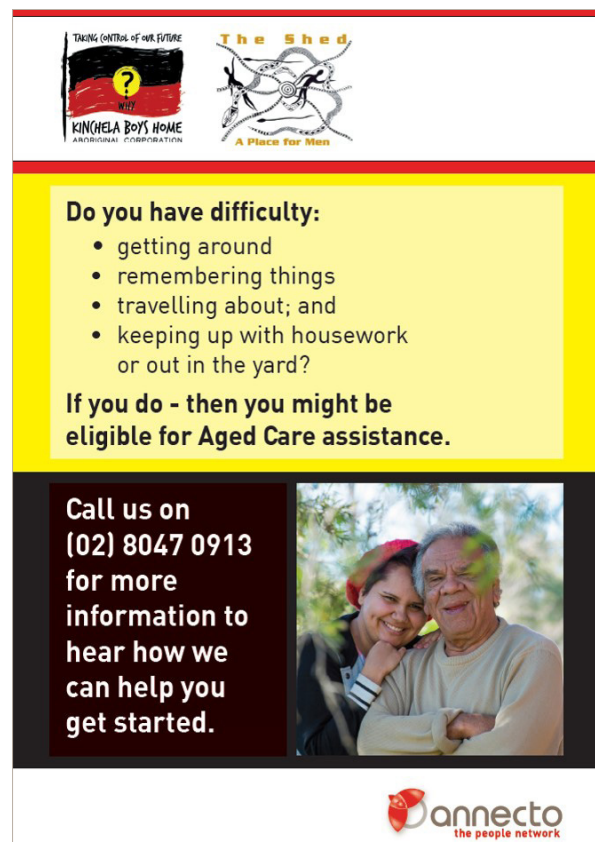
These meetings are the start of continuing conversations about the aged care needs of older Aboriginal and Torres Strait Islander Australians.

7. Community Connections

In some of its regions annecto has been making meaningful connections with local Aboriginal and Torres Strait Islander communities.

Our Coburg office has had an opportunity to learn about Aboriginal perspectives on family connections and wellbeing and to integrate learnings with annecto's person centred practice from their support of an older Aboriginal carer of a young woman with a disability. The team has been involved with helping this family maintain important connections with the Yuin people on the NSW south coast by planning and enabling transport and accommodation for three generations of extended family. Through recognising the importance of ceremony and tradition, annecto continues to support this family to maintain family gatherings on the Murray River in rural Victoria including visits to an important burial site at Barmah Forest.

In 2014 our Sydney office held four annecto aged care information sessions for Aboriginal and Torres Strait Islander peoples in western Sydney. The information sessions were designed to reach out to those in the community who required aged care support. The Sydney team identified individuals and put referrals through to the Aged Care Assessment Team (ACAT). Ten people received an annecto package as a result of the consultations and the Sydney office produced a promotional flyer tailored to Aboriginal and Torres Strait Islander peoples (right) as a result of their consultations.



The flyer features a header with two logos: 'TAKING CONTROL OF OUR FUTURE KIN(HE)LA BOYS HOME' and 'The Shed A Place for Men'. The main body is yellow and contains the text 'Do you have difficulty:' followed by a bulleted list: 'getting around', 'remembering things', 'travelling about; and', and 'keeping up with housework or out in the yard?'. Below this, it states 'If you do - then you might be eligible for Aged Care assistance.' The bottom section is dark red with white text: 'Call us on (02) 8047 0913 for more information to hear how we can help you get started.' and a photo of an elderly couple. The annecto logo is at the bottom right.

TAKING CONTROL OF OUR FUTURE
KIN(HE)LA BOYS HOME
ABORIGINAL CORPORATION

The Shed
A Place for Men

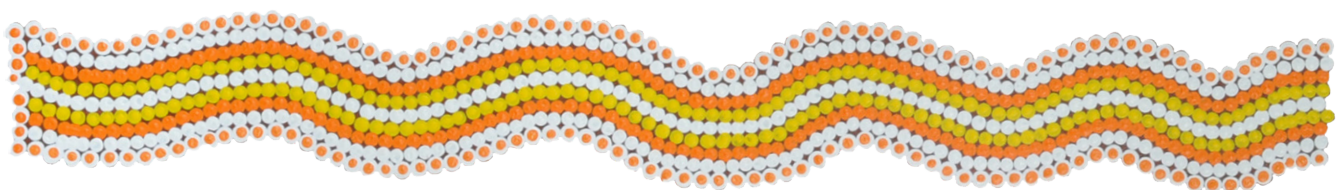
Do you have difficulty:

- getting around
- remembering things
- travelling about; and
- keeping up with housework or out in the yard?

If you do - then you might be eligible for Aged Care assistance.

Call us on (02) 8047 0913 for more information to hear how we can help you get started.

annecto
the people network





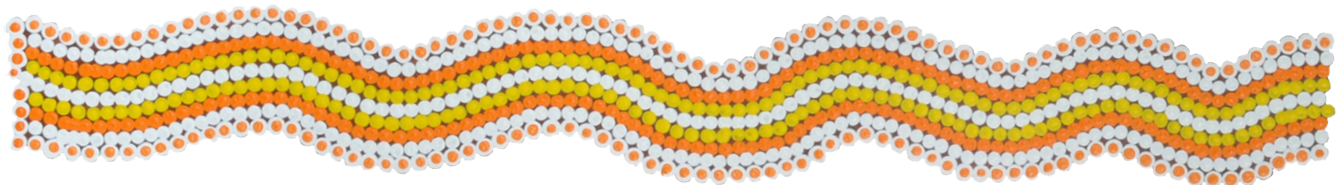
Pictured annecto Sydney Manager Mike Hercock with community members at the Shalvey Community Consultation in 2014.



Pictured annecto Sydney Manager Mike Hercock and Smoking Ceremony leader, Paul Collis at the opening of the Glebe Justice Centre.

The Sydney office has also been involved in Mental Health Week activities in collaboration with the Babana Aboriginal Men's Group Sydney and formed a partnership with the Glebe Justice Centre (GJC). The GJC celebrated its opening on 15 February 2015.

Our Mildura office has developed a relationship with some of their local Aboriginal organisations and is working collaboratively with Mallee District Aboriginal Services (MDAS) to provide the leadership and co-operative spirit to break down barriers between Aboriginal and Torres Strait Islander peoples and other Australians. annecto in Mildura work with mutual care recipients of MDAS in our Home Care Packages, Commonwealth Home Support Programme and Individual Support Packages for people with a disability.





Pictured annecto Aboriginal care recipients Aunty Gloria and Uncle Paul Whitton with Aunty Gloria's older sister, Aunty Veronica Chapman, enjoying the NSW Seniors Festival harbour cruise co-sponsored by annecto.

8. NSW Seniors Festival

On 8 April 2016 annecto partnered with Babana Aboriginal Men's Group Sydney, the Tribal Warrior Association and The Glen to provide a Sydney Harbour cruise for all annecto care recipients to attend and enjoy. Aimed to honour and celebrate Elders and older people in the Australian community and the important role they play, the event had a special focus on older Aboriginal and Torres Strait Islander peoples.

Everyone contributed to a discussion around what things they want to keep doing as they get older. Some of the responses included staying connected to family, community and culture, continuing with their hobbies, interests and activities, getting out and about and remaining independent.



Pictured annecto non-Aboriginal care recipient Phyllis Haverfield enjoying the NSW Seniors Festival cruise with The Glen dance group. Phyllis passed away June 2017 and this image of her is used with permission from her family.

9. Story Promotion

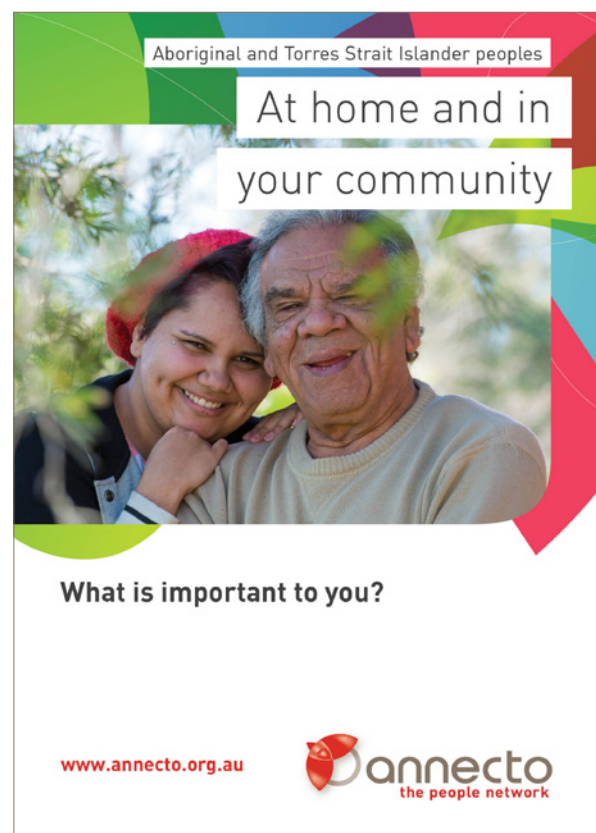
In helping to connect annecto, its staff, care recipients, stakeholders and wider groups within Aboriginal and Torres Strait Islander communities annecto has promoted stories about First Australians both internally and externally via the annecto website, social media, Intranecto and media with a focus on real stories of people's journey including those of the Stolen Generations. We have always taken the approach to tell stories about people by giving them a voice to tell their story so others can see the whole person in light of the valued roles they have rather than a person receiving supports for something. KBH survivor Uncle Stephen Ridgeway Maher shared his story that appears on the annecto website.

In 2015 and 2016 annecto's Aboriginal Liaison Officer produced articles about Sorry Day, National Reconciliation Week and NAIDOC Week for the organisation's internal staff resource Intranecto to inform and encourage staff to get involved in activities.

annecto's radio show Absolutely Everybody on JOY 94.9 LGBTI station in Melbourne began on 8 January 2014. The live radio show became a podcast series at the end of 2015 and has enabled annecto to promote major events and share messages and stories from all parts of the community. Some of the stories have included interviews with Richard Weston from the Healing Foundation about the Apology anniversary, former annecto Board Member and Wiradjuri man, Mark McMillan about class action and racial vilification and Stolen Generations issues with KBH survivor, Uncle Michael Welsh and daughter of a KBH survivor and annecto Aboriginal Liaison Officer, Paulette Whitton. Audio recordings of Absolutely Everybody programs can be accessed on the JOY 94.9 website.

10. Production of a NSW Aboriginal and Torres Strait Islander annecto services brochure

This brochure was produced in April 2016 with the aim of developing a further connection between older Aboriginal and Torres Strait Islander peoples and annecto. The brochure explains what annecto is, what it does, annecto's current relationships with Aboriginal people and organisations and how it can connect the older community members to the right people.



11. Cultural Training

Limited amounts of cultural training for a small number of senior staff was initiated by annecto prior to this Reflect RAP. This training occurred 2011-2013 and was provided through Worawa Aboriginal College at Healesville in Victoria and Synergistiq consultancy company in Melbourne.

annecto's Reflect RAP will complement the organisation's Diversity Strategy and will become the centre of annecto's policies in relation to working with Aboriginal and Torres Strait Islander communities.



12. Acknowledging Traditional Custodians

annecto purchased plaques from ANTAR acknowledging the Wurundjeri traditional custodians and distributed them to annecto offices based on Wurundjeri country in Victoria. The plaques are displayed at two of annecto's sites, Footscray and Coburg in Melbourne, as a symbol of the organisation's respect for the local Aboriginal community on whose land some of annecto's offices operate.

The plaques are displayed in the reception areas of both offices and feature the Aboriginal flag along with the acknowledgment of the Wurundjeri people as the traditional custodians of the area. A similar plaque is also displayed on the Sydney Manager's office door recognising Aboriginal people as traditional custodians.

Since 2010 annecto has also been committed to including a Welcome to Country at the beginning of all its major events such as the annecto AGM, Seniors Week, NAIDOC Week and other occasions. annecto connects with the local mob and a representative of the local Aboriginal community performs a Welcome to Country at annecto events.

13. Brokerage Agreements and Recruitment

The Sydney office of annecto has taken steps to initiate brokerage agreements with Aboriginal businesses. In May 2016 Wiradjuri man and Podiatrist, Matthew West, began working with annecto in Sydney. Beginning with Aboriginal care recipients, Matthew now provides his podiatry services to all annecto care recipients in Sydney who require his service.

With the growing Sydney office, annecto held a Recruitment Information Day at Bidwill in western Sydney on Tuesday 10 May 2016 in an effort to attract Aboriginal and Torres Strait Islander people to apply for roles currently available as Support Workers. Four of the seven attendees were Aboriginal peoples and one was employed which was a successful outcome.



Pictured Western Sydney Elders enjoying a game of bingo at the 2016 Xmas Elders Lunch at Butucarbin Aboriginal Corporation in Hebersham. Aunties Loretta Tupou, Marie Walker and Loretta Carroll at the front table in the photo.

14. Christmas Elders Lunch 2015 and 2016

On Monday 5 December 2016 annecto partnered with the Sydney West Aboriginal Health Service (SWAHS), Butucarbin Aboriginal Corporation and TAFE NSW Western Sydney Institute in Mt Druitt to provide its second Xmas Elders Lunch in western Sydney.

The TAFE cooking class taught by Darug woman, Roz Webb, cooked up a three course meal while the SWAHS staff member, Tania Davison with a little help from annecto's Debbie Spinks, called the bingo games in between the courses.

Seven lucky Elders won a gift voucher from annecto and a small gift from SWAHS while the final game winner took home a special Rainbow Serpent cake baked and decorated by one of the TAFE cooking class students.

Previously in 2015, annecto partnered with the SWAHS and Meals on Wheels Blacktown to provide its first Aboriginal Elders Lunch to celebrate Christmas on Friday 18 December 2015.

The three organisations joined forces to host the Elders Christmas lunch to provide a day for Elders to get together, have fun and celebrate the festive season.

A freshly cooked meal provided by Meals on Wheels Blacktown and a few lively games of bingo with the individual and very entertaining bingo calling styles of annecto Sydney Manager, Mike Hercock, and community volunteer, John Owen, provided a day filled with plenty of belly laughs and a very happy atmosphere.



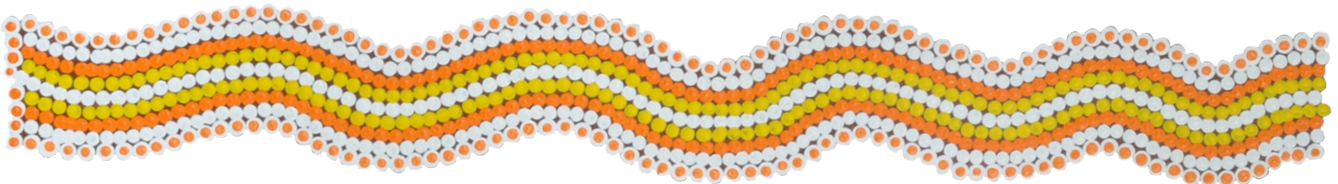
Pictured Aunty Gloria Whitton, Aunty Marie Walker, Uncle Ray Leslie, Uncle Paul Whitton and (seated) Aunty Loretta Tupou at the 2015 Christmas Elders Lunch



Pictured bingo winner Aunty Gloria Whitton with her Rainbow Serpent cake prize made by TAFE cooking student Roy, also pictured.



Pictured Aunties Leona Tai, Marie Walker and Loretta Tupou at the 2015 Christmas Elders Lunch.



Developing our RAP

The annecto Reflect RAP has been developed by Aboriginal Liaison Officer, Paulette Whitton and annecto Sydney Manager, Mike Hercock, with input from the annecto RAP Working Group that contains Aboriginal community members and annecto staff.

We established our RAP Working Group that met for the first time in November 2015. The role of the RAP Working Group has been to help create the first draft of annecto's Reflect RAP and to oversee and support the initiatives and goals annecto aims to achieve with the implementation of this document. The membership of this group is made up of five Aboriginal people who are members of annecto's partner organisations, an annecto care recipient representative and one annecto Aboriginal employee. Four members of the RAP Working Group are from non-Aboriginal backgrounds and are part of annecto's management and Board. One position is currently vacant but is hoped to be filled by a representative of the Melbourne Aboriginal or Torres Strait Islander community in the future. The RAP Working Group members are:

James Michael "Widdy" Welsh

KBHAC partner organisation

Pastor Ray Minniecon

Babana Aboriginal Men's Group Sydney partner organisation

Loretta Tupou

Western Sydney care recipient representative

June Riemer

Deputy CEO, First Peoples Disability Network (Australia)

Elizabeth "Liz" Wetini

annecto Support Worker and Aboriginal staff member

Estelle Fyffe

annecto CEO and champion of the annecto Reflect RAP

Ross Joyce

annecto Board member

General Manager Business Improvement, Practice and Quality

annecto Victoria Management

Mike Hercock

annecto Sydney Manager

It is estimated the group will need to meet at least three times in the journey of the implementation of our Reflect RAP.

Community partnerships



Pictured KBHAC staff and Board members meet with annecto staff in Melbourne.

Currently annecto has established partnerships with Kinchela Boys Home Aboriginal Corporation (KBHAC) and Babana Aboriginal Men's Group Sydney.

A formal Memorandum of Understanding (MOU) with KBHAC is in operation allowing annecto to support KBHAC to carry out its role and core values. The MOU states:

KBHAC and annecto share a strong commitment to improving the lives of Aboriginal and Torres Strait Islander people through the provision of community based, culturally safe, best practice standard services, specifically in the areas of aged care and disability.

This MOU establishes the guidelines for the collaboration between KBHAC and annecto in the delivery of joint activities in the context of a working partnership agreement. The underlying purpose of this partnership is to work towards KBHAC operating independently and sustainably, demonstrating genuine self-determination, while also improving the understanding and capability of annecto to work with Aboriginal and Torres Strait Islander people and communities.

annecto is also the auspice body for a partnership created with KBHAC for the Ability Links NSW program.



Pictured Babana Aboriginal Men's Group members Pastor Ray Minniecon, Uncle Lyall Dennison, Founder and Chairperson Mark Spinks and Uncle Shane Phillips.

annecto's partnership with Babana Aboriginal Men's Group Sydney has also allowed our organisation to be part of and run workshops on issues related to elder abuse, domestic violence, suicide prevention and community development.

Babana member Uncle Lyall Dennison was also appointed as a Cultural Advisor to the annecto board May 2017.

Internal activities/initiatives

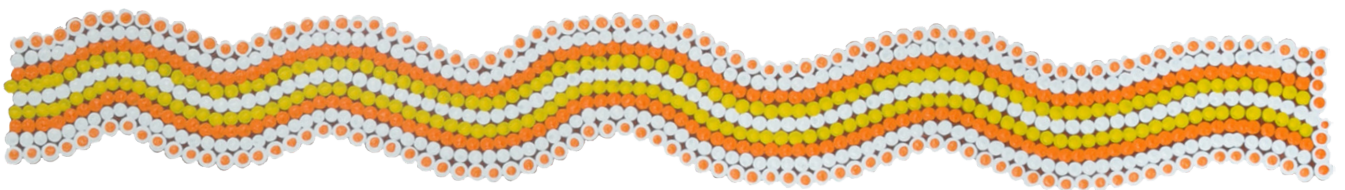
annecto's Sydney team has been actively participating in Aboriginal and Torres Strait Islander community events on a regular basis to help develop working relationships.

Conversations have been held with some Aboriginal and Torres Strait Islander groups with the idea of creating partnerships, recruiting and supporting potential annecto care recipients. These include the Sydney West Aboriginal Health Service (formerly known as the Western Sydney Aboriginal Medical Service), Wangary Aboriginal Home Care Service, Kuringai Aboriginal Corporation, The Men's Shed Mt Druitt, Marrin Weejali and the Baabayn Aboriginal Corporation.

The annecto Sydney office employed an Aboriginal Liaison Officer (ALO) as of April 2015 to help build annecto's relationships with older Aboriginal and Torres Strait Islander peoples and organisations and to create and support the implementation of annecto's Reflect RAP. Part of the ALO role is to provide an Aboriginal and Torres Strait Islander perspective on a number of annecto core business areas and to promote cultural awareness and cultural safety among annecto staff and care recipients. The ALO also provides assistance to Aboriginal and Torres Strait Islander Aunties and Uncles to navigate the Home Care Package application process.

Wiradjuri man, Mark McMillan, was recruited to be part of the annecto Board and sat on the Board August 2013-August 2015.

Currently we are not aware of any other activities or initiatives in other annecto sites, although as part of our RAP we aim to collate further information with regards to other activities taking place across the organisation with Aboriginal and Torres Strait Islander peoples.



Over the next 12 months, annecto commits to:





Relationships

Action	Responsibility	Timeline	Target
annecto RAP Working Group (RWG) actively monitors RAP development and implementation of actions, tracking progress and reporting	Aboriginal Liaison Officer Manager Sydney CEO	July 2017 July 2017 September 2017, February 2018, May 2018	RWG oversees the development, endorsement and launch of the RAP. Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG. Meet at least three times per year to monitor and report on RAP implementation.
Develop external relationships	CEO Aboriginal Liaison Officer Manager Sydney Marketing and Communications Manager Victorian Regional Managers	October 2017 June 2018	Develop a list of Aboriginal and Torres Strait Islander peoples, communities, organisations and stakeholders across all annecto's local areas/spheres of influence that could be approached to assist us in understanding potential activities in future RAPs, and to assist annecto in our reconciliation journey. Support annecto's Aboriginal Liaison Officer in the development of both external and internal relationships.

		March 2018	Scope the opportunity to establish a strategy to monitor external relationships and engagement with Aboriginal and Torres Strait Islander peoples, communities, organisations and stakeholders in each annecto region.
		October 2017	Develop a list of RAP organisations that we could approach to connect with on our reconciliation journey.
		June 2018	Engage staff in each region to begin developing relationships with local Aboriginal communities for example by providing a small gift or hamper to the local Elder/s, as a means of showing respect and gaining permission to work and network in communities.
		December 2017	To scope the opportunity for annecto employees to undertake voluntary activity with a local Aboriginal or Torres Strait Islander organisation or community group.

<p>Commemorate and Acknowledge National Sorry Day and other significant days/events to promote stronger relationships between Aboriginal and Torres Strait Islander peoples and other Australians</p>	<p>Marketing and Communications Regional Managers Aboriginal Liaison Officer Manager Sydney</p>	<p>26 May 2018</p> <p>26 January 2018 Invasion/Survival Day/Australia Day</p> <p>4 August 2017 National Aboriginal and Islander Children's Day</p> <p>9 August 2017 International Day of the World's Indigenous Peoples</p>	<p>Support KBHAC and other Stolen Generations survivors to host a community event to remember and honour the Stolen Generations members, their families and communities.</p> <p>Attend a community event and/or organise an internal event to recognise and commemorate National Sorry Day and other significant dates and events on the Aboriginal and Torres Strait Islander community calendar.</p> <p>Encourage each region to support a Sorry Day event and other significant dates and events within the communities they operate.</p> <p>Send out an all staff email/newsletter to encourage staff and care recipients to participate in local Sorry Day events and other significant dates and events.</p> <p>Produce an article on Sorry Day and other significant dates and events for uploading onto Intranecto site to inform staff and increase staff involvement in commemorative and celebrative events in the Aboriginal and Torres Strait Islander community and also to the annecto external website.</p> <p>Create an events calendar for Aboriginal and Torres Strait Islander days/events of significance and distribute to all employees via email and intranet.</p>
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<p>Celebrate National Reconciliation Week (NRW)</p>	<p>Marketing and Communications Manager Aboriginal Liaison Officer Manager Sydney CEO Business Improvement Manager</p>	<p>27 May- 3 June 2018</p>	<p>Ensure staff attend a community event. Organise an internal event to recognise and celebrate NRW. Register the annecto event via the Reconciliation Australia NRW website. Send out an all staff email/newsletter to encourage staff and care recipients to participate in local NRW events. Encourage each office to champion a NRW event within their region. Produce an article on NRW for uploading onto Intranecto site to inform staff and increase staff involvement in NRW. Circulate Reconciliation Australia NRW resources and reconciliation materials to staff.</p>
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Raise internal awareness of the annecto RAP	All managers	December 2017	Develop and execute a plan to raise awareness across annecto about RAP commitments amongst all staff.
	Steering Council Chair		
	Learning and Development Manager	February 2018	Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP.
	Marketing and Communications Manager		
	annecto Board Members	December 2017	Organise a presentation on annecto's RAP commitments to all areas of our business to ensure they have an understanding of how their area can contribute to our RAP. (Inclusive of all areas such as head office departments, Marketing and Communications, Finance, IT, Learning and Development, Research and Practice Framework).
	Aboriginal Liaison Officer		
	Manager Sydney	June 2018	Modify our organisational practices to move away from the use of the term 'Indigenous' and instead use terminology such as Aboriginal and Torres Strait Islander peoples, Australia's First Peoples' or the individual or community's tribal or language name/s.





Respect

Action	Responsibility	Timeline	Target
Investigate Aboriginal and Torres Strait Islander cultural learning and development and cultural competency	Diversity Committee Chair Human Resources Manager CEO Aboriginal Liaison Officer Manager Sydney Learning and Development	June 2018 December 2017 June 2018 November 2017	Develop and implement an Aboriginal and Torres Strait Islander cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided (online, face to face workshops or cultural immersion). Capture baseline data on our employees' current level of understanding around Aboriginal and Torres Strait Islander histories, cultures and contributions. Continue to support the development of cultural awareness, capability and development across annecto's core business. Conduct a review of cultural competency training needs within annecto with a need to be trauma informed when working with Stolen Generations survivors.

Celebrate NAIDOC Week	<p>CEO</p> <p>Aboriginal Liaison Officer</p> <p>Manager Sydney</p> <p>All Regional Managers</p> <p>Marketing and Communications Manager</p>	<p>1st Sunday – 2nd Sunday July 2017</p>	<p>Encourage annecto staff and care recipients to participate in a community NAIDOC Week event.</p> <p>Ensure our Working Group participates in an external NAIDOC Week event.</p> <p>Sponsor one or more NAIDOC Week events and/or organise an internal event to recognise and celebrate.</p> <p>Produce an article on NAIDOC Week for annecto's internal staff site, Intranecto and also for the annecto external website, and include information about local Aboriginal and Torres Strait Islander peoples and communities as well as the meaning of NAIDOC Week.</p> <p>Encourage each region to host a NAIDOC Week event within their office and/or support an event within the communities they operate.</p>
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<p>Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols</p>	<p>Aboriginal Liaison Officer Manager Sydney Marketing and Communications Manager RAP Working Group Learning and Development</p>	<p>November 2017</p>	<p>Develop and implement a plan to raise awareness, and increase understanding of the meaning and significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country to employees. (To be incorporated into cultural awareness training).</p> <p>annecto will complete a RAP Manager's Kit endorsed by the RAP Working Group.</p> <ul style="list-style-type: none"> • The Kit will contain a list of local Traditional Custodians, tips on protocols and how to work respectfully with Aboriginal and Torres Strait Islander communities, information about significant dates and other information. • The Kit is designed to assist annecto's managers with educating employees about Aboriginal and Torres Strait Islander cultural protocols. • Explore who the Traditional Custodians are of the lands and waters in our local areas of operation and have them recognised within each annecto worksite.
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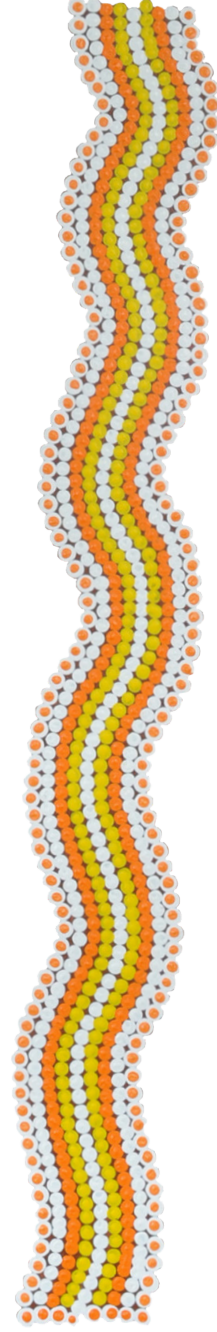
Promote the annecto workplace as a culturally safe and appropriate space	Aboriginal Liaison Officer Manager Sydney Marketing and Communications Manager Learning and Development Manager	June 2018	Regularly feature positive media stories on Aboriginal and Torres Strait Islander staff and stakeholders in internal and external communications.
		July 2017	Investigate creating acknowledgement of local Traditional Custodians as a standard on email signatures by all annecto staff.
		November 2017	Scope the opportunity to organise signage acknowledging local Traditional Custodians in entrance areas of each physical site and stickers for vehicles for annecto.
		November 2017	Organise for Sydney annecto office to display acknowledgement of Sydney Aboriginal clan names on the doors within the office space.
		June 2018	Develop a plan to collate and create interchangeable audio, visual or photographic stories of annecto's Aboriginal and Torres Strait Islander care recipients and community members for display within the various site locations of the organisation.
		August 2017	Provide Aboriginal and Torres Strait Islander media resources such as the Koori Mail in staff spaces.



Opportunities

Action	Responsibility	Timeline	Target
Investigate Aboriginal and Torres Strait Islander employment	Human Resources Manager	October 2017	Develop a business case for Aboriginal and Torres Strait Islander employment within annecto.
	CEO		
	Manager Sydney	February 2018	Scope opportunities for Aboriginal and Torres Strait Islander employment, considering all levels of employment opportunities across annecto including management, cadetships, internships, scholarships, and mentoring.
	General Manager – Business Improvement, Practice and Quality		
	Aboriginal Liaison Officer	December 2017	Capture baseline data on current Aboriginal and Torres Strait Islander employees to inform future developments. This will include opportunities for current staff to self-identify as Aboriginal and/or Torres Strait Islander peoples and giving new staff the opportunity to self-identify on annecto's newly created staff forms.
	Marketing and Communications Manager		
		October 2017	Consider setting an Aboriginal and Torres Strait Islander employment percentage target and an annecto Board member target number.

	October 2017	Endorse the “Working With Aboriginal and Torres Strait Islander Peoples” document and include in the annecto Induction Manual for new employees.
	October 2017	Consider the establishment of an Aboriginal and Torres Strait Islander Advisory Group to advise the annecto Board on matters relating to First Australians. Members should be sought outside of annecto’s current partner organisations and Aboriginal staff.
	August 2017	Update HR policy to ensure all position advertisements state that ‘Aboriginal and Torres Strait Islander peoples are encouraged to apply’.
	September 2017	Scope the ability for annecto to advertise all annecto job vacancies in Aboriginal and Torres Strait Islander media outlets such as the Koori Mail, community radio stations, NITV and online services such as First Nations Telegraph.



Investigate Aboriginal and Torres Strait Islander supplier diversity	Diversity Committee Chair General Manager– Business Improvement, Practice and Quality Aboriginal Liaison Officer Manager Sydney Regional Managers	November 2017	Develop a business case for Aboriginal and Torres Strait Islander supplier diversity and how annecto can develop an Aboriginal and Torres Strait Islander supplier diversity program.
		October 2017	Consider incorporating Aboriginal and Torres Strait Islander businesses into annecto preferred suppliers list.
		August 2017	Investigate becoming a member and establishing a relationship with Supply Nation. (An agency that connects Australia's leading brands, organisations and government with Aboriginal and Torres Strait Islander businesses).
		December 2017	Develop, manage and review an Aboriginal and Torres Strait Islander statement of expectation in brokerage agreements and/or in brokerage audits for current and future supplier contracts. The statement would ask suppliers to state their partnerships with Aboriginal and Torres Strait Islander organisations, businesses or community groups, to explain their understanding of Aboriginal and Torres Strait Islander communities and the Stolen Generations and ask if they have worked with these communities.

<p>Enhance service delivery to better support Aboriginal and Torres Strait Islander care recipients.</p>	<p>CEO</p> <p>Aboriginal Liaison Officer</p> <p>Manager Sydney</p> <p>General Manager– Business Improvement, Practice and Quality</p>	<p>November 2017</p> <p>October 2017</p> <p>November 2017, April 2018</p>	<p>Consider allocating more flexible shifts for annecto staff when engaging with Aboriginal and Torres Strait Islander participants, to support the delivery of services in a more culturally appropriate way.</p> <p>Develop our Practice Framework to encourage practices that include Aboriginal and Torres Strait Islander communication and cultural principles to encourage staff to listen and share stories.</p> <ul style="list-style-type: none"> • annecto's Practice Framework guides the organisation in achieving its purpose of connecting individuals and communities to realise an inclusive society. It includes principles, skills, knowledge and culture. For example, there has been a request for Acknowledgment of Country to occur at annecto's Steering Committee meetings and at all staff meetings. <p>Conduct community conversations with our Aboriginal and Torres Strait Islander care recipients and their family members to assess whether our service delivery is culturally safe and appropriate.</p>
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		June 2018	<p>Continue to provide advocacy, support and information to care recipients, where necessary, for circumstances or events that impact upon them</p> <p>Consider the establishment of a Committee of Elders to oversee and ensure the implementation of a cultural enhancement program. The Committee could help identify changes needed within the organisation and assist with ideas to improve annetto's cultural service delivery to Aboriginal and Torres Strait Islander care recipients. The committee should be adequately resourced to be able to carry out its work.</p>
		December 2017	
		June 2018	<p>Consider strategies to include Aboriginal and Torres Strait Islander volunteers in roles within the organisation to decrease social isolation experienced by care recipients.</p>



<p>Promote annecto's programs and services to increase support for Aboriginal and Torres Strait Islander peoples.</p>	<p>Marketing and Communications Aboriginal Liaison Officer Manager Sydney CEO</p>	December 2017	<p>Scope an Aboriginal and Torres Strait Islander Ambassador program system for annecto care recipients to promote annecto services they have utilised.</p>
		June 2018	<p>Aboriginal and Torres Strait Islander Ambassadors to promote annecto programs and services via community visits and media/publicity engagements.</p>
		December 2017	<p>Develop and distribute an Aboriginal and Torres Strait Islander annecto brochure for Victoria, ACT and Queensland detailing the relationships annecto has with Aboriginal and Torres Strait Islander community groups, care recipients on Home Care Packages and how the packages can assist older people in First Australian communities.</p>
		September 2017	<p>Identify opportunities to host an art competition for Aboriginal and Torres Strait Islander artists to design a logo or artwork to be used in the new annecto brochure for Victoria, ACT and Queensland and also to identify other future opportunities.</p>
		January 2018	<p>Produce a revised Aboriginal and Torres Strait Islander annecto brochure for NSW.</p>



Tracking progress

Build support for the annecto RAP	<p>IT Manager</p> <p>Human Resources Manager</p> <p>CEO</p> <p>Aboriginal Liaison Officer</p> <p>Manager Sydney annecto Board</p>	<p>July 2017</p> <p>November 2017</p>	<p>Define available resourcing for our RAP.</p> <p>Establish systems to ensure data collection is able to measure our progress and successes. These systems will include an initial questionnaire with goals and questions for each annecto region on the outcomes expected of them during the year. Inclusive of:</p> <ul style="list-style-type: none"> Identifying Aboriginal specific activities that each region participate in. Identifying Acknowledgment of Country recorded in staff meetings, board meetings and AGM minutes and also in the Annual Report. Frequency and size of meetings to be recorded. Identifying Specific Cultural Training numbers for employees and volunteers participation and completion recorded for each region including central office in Footscray.
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		September 2017 and 2018	<ul style="list-style-type: none"> Collection of data such as Aboriginal identified information updated from our Carelink (CRM system) and work force design. The development recorded and updated in our Human Resources system. <p>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</p>
Review and Refresh RAP		August 2018	<p>Present a paper to the RAP Working Group outlining other opportunities, such as around education, that have been identified throughout our consultation with internal and external stakeholders. This paper will assist in defining actions for subsequent RAPs for annecto.</p>
		November 2018 March 2019	<p>Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges, and achievements.</p> <p>Submit draft RAP to Reconciliation Australia for review and formal endorsement.</p>

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Acknowledgments



Richard Campbell

The artwork in this RAP was designed by Uncle Richard Campbell, a Gumbaynggirr and Dunghutti man from the NSW mid north coast, who was kidnapped from his family at the age of nine and placed in Kinchela Boys Home (KBH) in nearby Kempsey.

As a child Uncle Richard sketched as a way to pass the time and to ease the pain of being removed but Uncle Richard never forgot the cultural knowledge his father passed on to him before he was taken to KBH.

“When I was a kid I used to sit down with my father,” Uncle Richard said. “He used to make a lot of tools like boomerangs and shields and I would watch him, help him out and paint them.”

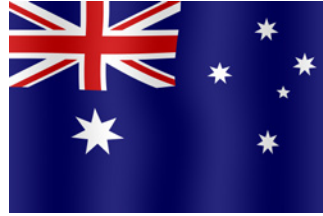
Uncle Richard’s work appears all over the world. His artwork has been showcased at Pope Benedict XVI’s visit to coincide with World Youth Day in 2008 and the Canonisation Ceremony of Saint Mary Mackillop at the Vatican in Rome in 2010. Closer to home, Uncle Richard’s work is a trademark shoe for his nephew, pro-skateboarder Kieran Reilly and can also be seen on vehicles belonging to the local Kempsey aged care facility, Booroongen Djugun.

Description of Uncle Richard’s artwork

The large circles in Uncle Richard’s artwork represent annecto while the tracks and smaller circles represent the connections the organisation has created with the community of Kempsey NSW and partners Kinchela Boys Home Aboriginal Corporation (KBHAC) and Babana Aboriginal Men’s Group Sydney.

While the dots represent annecto being a voice for older Aboriginal people and advocating on their behalf, the colours Uncle Richard has used come from the elements of earth, air, water and fire and symbolise annecto helping to provide warmth to keep older Aboriginal people safe and secure.





Aboriginal Flag

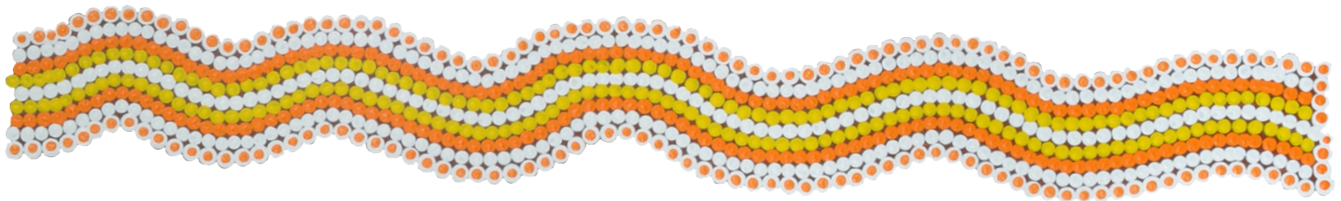
Designed by Harold Thomas from the Northern Territory.
 Black – represents the Aboriginal peoples of Australia.
 Yellow circle – represents the Sun, the giver of life.
 Red – represents the earth, the red ochre used in ceremonies.

Torres Strait Islander Flag

Designed by Bernard Namok of Thursday Island – The flag is emblazoned with a white Dhari (headdress) which is a symbol of Torres Strait Islanders. The white five pointed star beneath it symbolises peace, the five major island groups and the navigational importance of stars to the seafaring people of the Torres Strait. The five island groups include:

- Northern Division (Boigu, Dauan, Saibai)
- Eastern Islands (Erub, Mer, Ugar)
- Western Division (St. Pauls, Kubin, Badu, Mabuiag)
- Central Division (Masig, Poruma, Warraber, Iama)
- Southern Division (Thursday, Horn, Prince of Wales and Hammond Islands, NPA and Mainland Australia).

The green stripes represent the land, the black stripes represent the people, and the blue the sea.





annecto is supported by the Australian Government, and the Victorian and NSW Governments.
Registration No A0037563T | ABN 69 045 491 808 | RAP 2017 - 2018

