



2023- 2024 RECONCILIATION ACTION PLAN



"This artwork is designed to symbolise Telethon Speech & Hearing's journey of reconciliation." – Jorja Woods

The meaning of this artwork is to show people in different places and communities in which Telethon Speech & Hearing (TSH) work, that are all coming and working together. The middle circles are meeting places that represent different places and communities that are connected by water using the blue colours throughout the artwork, also with small water holes. The symbols around the meeting place represent people (adults and children).

Also used are colours paired with Telethon Speech and Hearing's colours, with traditional Aboriginal designs to illustrate connectedness with Aboriginal and Torres Strait Islander People.

The outer lines of connection are to represent sound waves of knowledge and learning, travelling across our land, with the natural

browns and green to represent colours of our land, to be heard by our children and community in this journey.

ABOUT THE ARTIST

My name is Jorja Woods, and I'm a proud Noongar/Wongi woman born and living on Whadjuk Country.

I'm a young, emerging Aboriginal artist who is very passionate about my culture. I use my paintings as a tool to share my talent and culture to tell stories through art. I grew up watching and learning from my grandmother, who painted.

From a young age I've always had an interest in art and it wasn't until recent years that I started to pursue my talent to create artworks that I paint and commission.

Now I'm constantly painting, doing workshops and creating art that I'm showing and teaching to others.



CEO AND CHAIR STATEMENT

Telethon Speech & Hearing is proud to commence its journey with Reconciliation Australia in 2023. Since 2011, we have delivered ear health clinics to First Nations families across the Pilbara and have since expanded these across the Kimberley, Peel, Southwest and Wheatbelt regions. Our multi-disciplinary, child first approach has also seen us add speech and occupational therapy to the Onslow and Bindi Bindi communities. In many instances, we have been invited into these communities through the generosity bestowed to us by local Elders, who wholeheartedly trust us with their family's ear health.

As leaders in the early years sector, we cannot underestimate the role that we play in advancing reconciliation for the First Nations families whom we serve. Through working with various WA communities, we are very conscious of the responsibility we have for celebrating and acknowledging the rich culture and history of the First Nations people. The timely establishment of TSH's first Reconciliation Action Plan (RAP) will be instrumental in strengthening our existing relationships, increasing our understanding, and building respect for our First Nations families. Embedded in the Reflect RAP is our commitment to establishing and maintaining a working group, led by key First Nations people from across the health, education, and early year sectors, along with passionate parents who have attended our clinics. We are committed to listening and learning from the working group; continually implementing the necessary changes to ensure our services are culturally appropriate, thus meeting the needs of First Nations people.

We are pleased to be involved in TSH's first RAP and look forward to the meaningful and lasting changes that it will have on our staff and families as we strive to ensure reconciliation is a priority for the work of TSH, both now and into the future.



Dr Alec O'Connell
BOARD OF DIRECTORS, CHAIR



Mark Fitzpatrick
CHIEF EXECUTIVE OFFICER



CEO STATEMENT

Reconciliation Australia welcomes Telethon Speech & Hearing to the RAP program, with the formal endorsement of its inaugural Reflect RAP.

Telethon Speech & Hearing 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 Telethon Speech & Hearing 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 Telethon Speech & Hearing, 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





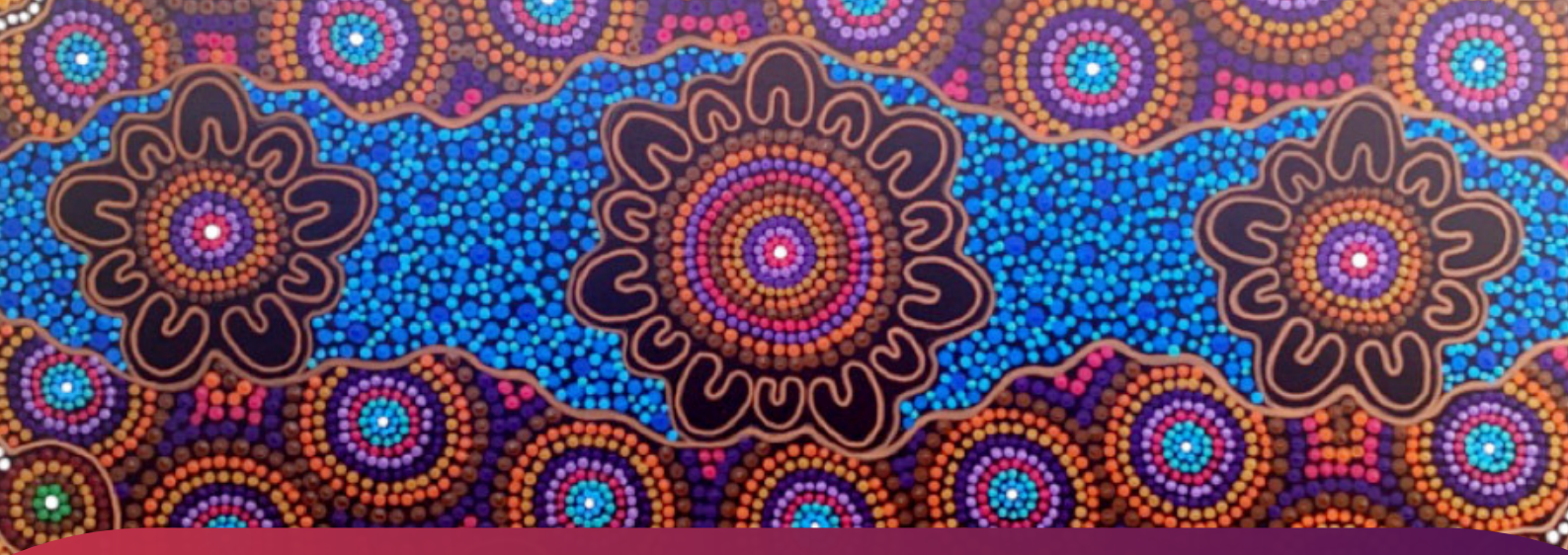
RECONCILIATION ACTION PLAN

In delivering our services, we recognise the responsibility that we have in celebrating and acknowledging the rich culture and history of the First Nations people from the various WA communities that we support. The timely establishment of TSH's first Reflect Reconciliation Action Plan will be instrumental in strengthening our existing relationships, increasing the understanding and building respect for our First Nations families. Embedded in the Reflect Reconciliation Action Plan is our commitment to establishing and maintaining a Working Group, led by key First Nations people from across the health, education, and early years sectors, along with passionate parents who have accessed our services for their families.

We are committed to listening to and learning from the Working Group; continually implementing the necessary changes to ensure our services are culturally appropriate, meeting the needs of First Nations people. We are pleased to see the development of TSH's first Reconciliation Action Plan and look forward to the meaningful and lasting changes that it will have on our staff and families as we strive to ensure reconciliation into the future.

ABOUT TSH

From our humble beginnings and in the face of tremendous odds, TSH has come to occupy a significant position in Western Australia's health and disability landscape, and an equally significant place in the educational realm. Our success today stems from the incredible spirit and zeal of our founding teachers, families and friends, who had great hopes for the future of their profoundly deaf children and refused to settle for what they thought was 'second best'. Our efforts are a source of inspiration and motivation to our growing team and remain part of our family-centred philosophy to this day.



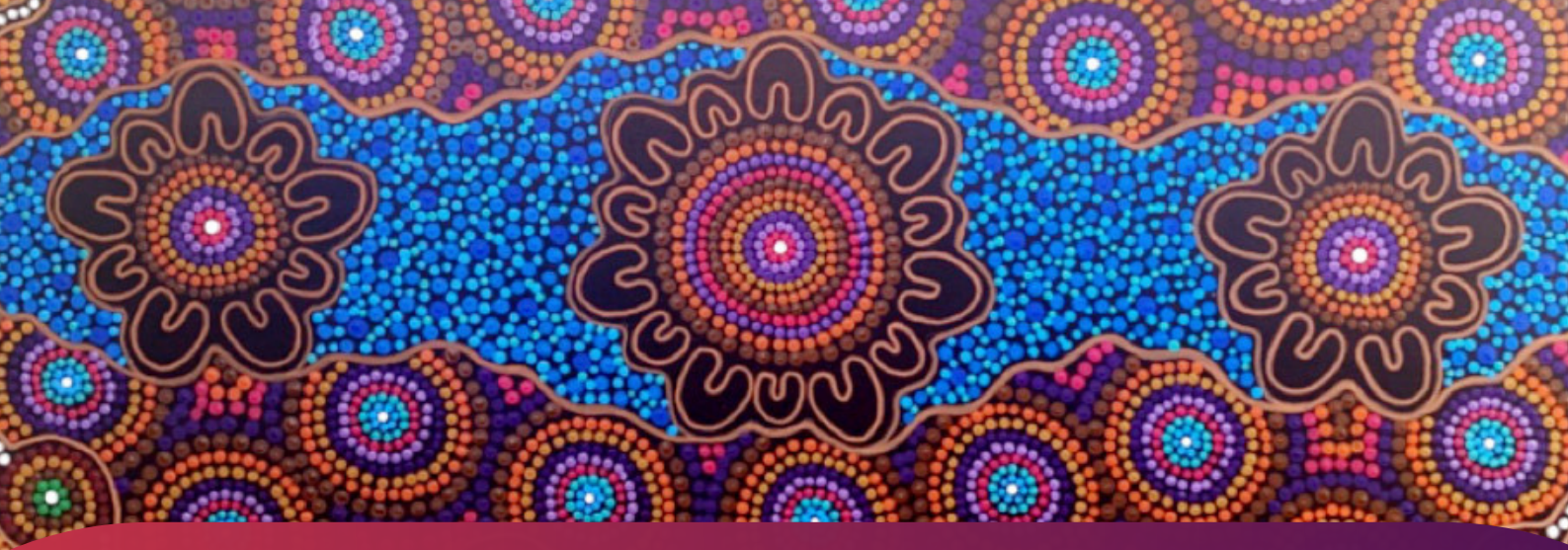
As of 2022, TSH employs 193 people, including one identified First Nations person in the role of Ear Health Coordinator to support families in the Pilbara along with having a long-standing history of employing First Nations people from the local communities that we serve. We provide a suite of services to developmentally vulnerable children from across WA (specifically in the Perth metropolitan, Peel, South-West, Wheatbelt, Pilbara and Kimberley regions), with offices at Wembley, Cockburn and Karratha. Our services include the following:

- An early intervention program for children with a permanent hearing loss aged 0-5 years old
- A school support program for children with a permanent hearing loss delivered to 14 schools across the Perth metropolitan area
- An intensive language program for children with speech and/or language difficulties aged 2-6 years old
- Language support classes for students (year 1-3)
- Paediatric audiology and speech pathology clinics
- Outreach audiology clinics at 13 primary schools in the greater Cockburn catchment
- An ear health program supporting Aboriginal families from across the Pilbara region
- An integrated hearing, speech and occupational therapy program at Onslow PS, Waroona DHS and Harmony PS

OUR RAP

We were established by families for families and for many years have worked with Aboriginal communities across Western Australia to address hearing and speech issues in communities. We seek to grow the understanding of the communities that we work with and believe that a RAP can strengthen our relationship with Aboriginal and Torres Strait Islander communities; enabling us to be a more inclusive organisation.

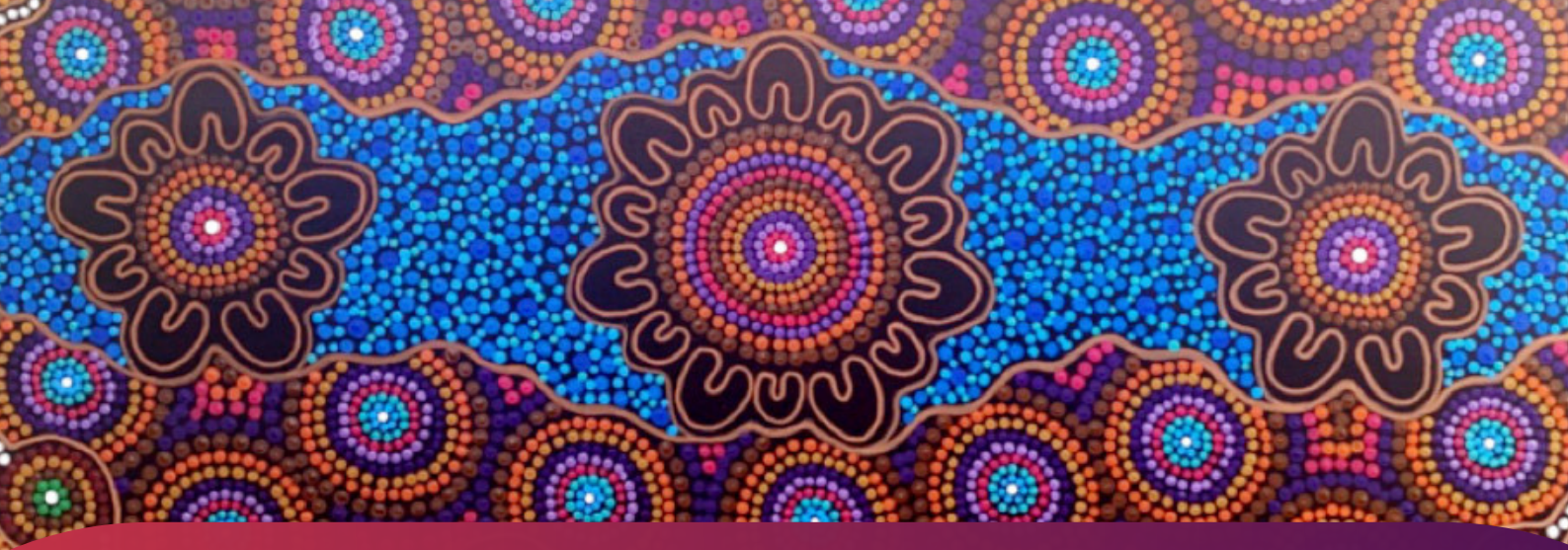
We hope to be guided by the community in understanding structures, customs and protocols in which we work with and start our journey on becoming a culturally competent organisation. Whilst we have done a tremendous amount of work, we want to ensure that we have a structured and formalised approach to our journey of reconciliation, as we feel it needs to be genuine and leads to the enrichment of our organisation and those families that we support. We acknowledge the role that we have in preventing ear health diseases within Aboriginal and Torres Strait Islander communities and believe this can only be achieved by working and empowering the local community as a partner.



RELATIONSHIPS



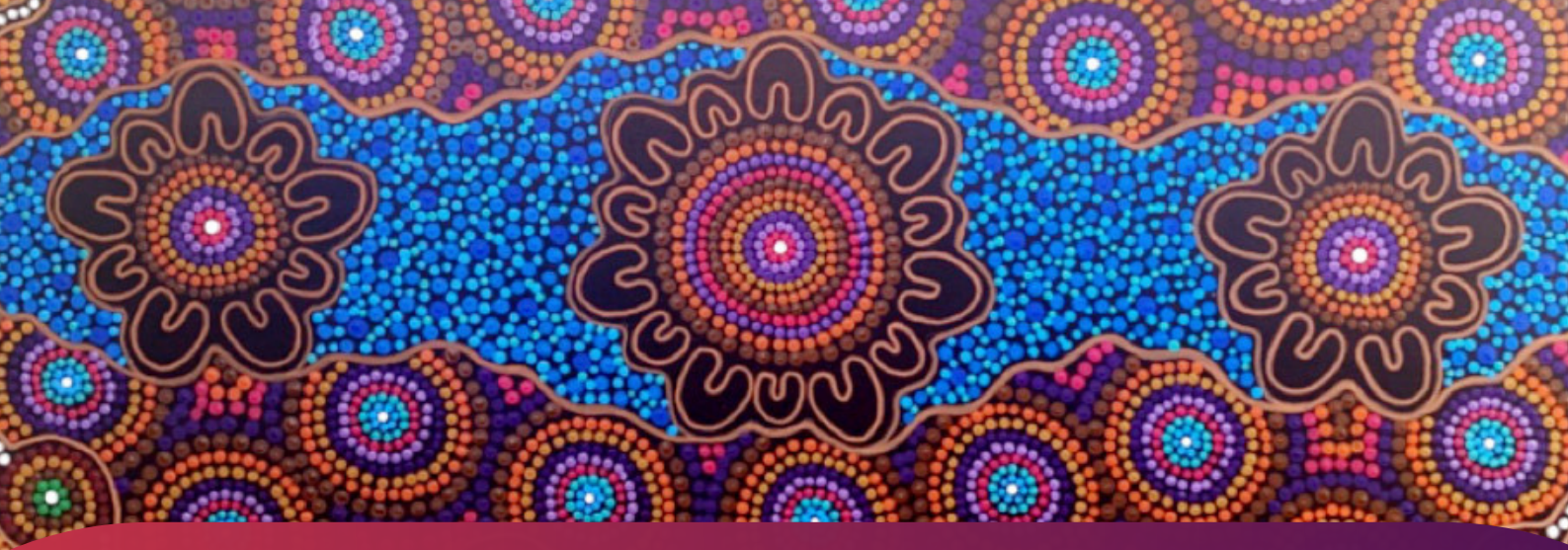
Action	Deliverable
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none">• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.• Establish an Aboriginal and Torres Strait Islander Advisory Group.
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.• RAP Working Group members to participate in an external NRW event.• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none">• Communicate our commitment to reconciliation to all staff.• Identify external stakeholders that our organisation can engage with on our reconciliation journey.• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.• Acknowledge and display Aboriginal Artwork in our main office.
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.• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.



RESPECT



Action	Deliverable
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.• Develop an inventory of culturally appropriate resources (books for our library, local language in pamphlets and brochures).• Conduct a review of cultural learning needs within our organisation.
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none">• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area.• Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.• Display Acknowledgement to Country in footnotes on email signatures.• Continue to display Acknowledgement of Country plaques at all of our office sites.
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 about the meaning of NAIDOC Week.• Introduce our staff to NAIDOC Week by promoting external events in our local area.• RAP Working Group to participate in an external NAIDOC Week event.



OPPORTUNITIES



Action	Deliverable
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 including but not limited, school-based traineeships, apprenticeships and exploring 50D positions.• Explore the opportunity to develop an Aboriginal identified role for community liaison.• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.
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.• Investigate Supply Nation membership.

GOVERNANCE



Action	Deliverable
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none">• Form a RWG to govern RAP implementation.• Draft a Terms of Reference for the RWG.• Establish Aboriginal and Torres Strait Islander representation on the RWG.
11. Provide appropriate support for the effective implementation of RAP commitments.	<ul style="list-style-type: none">• Define resource needs for RAP implementation.• Appoint a Senior Executive to Champion the RAP.• Engage senior leaders in the delivery of RAP commitments.

	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments.
12. 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. 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 correspondences. Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.
13. 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.

