



Above: We acknowledge Sue Williamson for donation of her artwork 'The Gathering'. Sue is a Wiradjuri Woman from Central West NSW and Area Leader of our services in Dubbo.



Annual Report 2016-2017

SUMMARY

One Door Mental Health (previously The Schizophrenia Fellowship of NSW) acknowledges that reconciliation is an ongoing process. We are committed to engaging in reconciliation by contributing to a reduction in the large gap between Aboriginal and Torres Strait Islander peoples and the broader Australian community in health, finance, education and other determinants of well-being.

One Door Mental Health is committed to working towards '*a society in which people with mental illness are valued and treated as equals*'. This includes assisting Aboriginal and Torres Strait Islander people to access mental health services.

One Door Mental Health's vision for reconciliation is to create an environment that has mutual respect, social justice and advocacy for Aboriginal and Torres Strait Islander people living with mental illness.

Over the past year, One Door Mental Health has undertaken significant endeavours to contribute to Australia's reconciliation journey between Aboriginal and Torres Strait Islander peoples and other Australians in the following ways:

Our goals include:

- **Relationships:** Developing long standing and mutual relationships with Aboriginal and Torres Strait Islander communities and peak bodies in order to foster learning, collaboration, respect, partnership, trust and friendship.
- **Respect:** Building understanding and awareness of the experiences, beliefs and practices of Aboriginal and Torres Strait Islander people within our communities. This enables the development of stronger relationships, appropriate services and active engagement in practical reconciliation.
- **Opportunities:** Creating opportunities to foster confidence in all our services in their interactions with the Aboriginal and Torres Strait Islander community. This includes working towards a culturally inclusive and appropriate approach to recovery that is defined as the client's personal success.

OUR BUSINESS

One Door Mental Health recognises the relationship between mental illness and social disadvantage.

One Door Mental Health, formerly the Schizophrenia Fellowship of NSW, began in 1985 with a public meeting attended by more than 300 people. It was then established as a not for profit community based organisation working in the field of mental illness.

One Door Mental Health is committed to improving the circumstances and lives of people with a serious mental illness, their families, carers, and professionals working in the area. One Door Mental Health respects all people and holds a vision of a society where people with a mental illness are valued and treated as equals. We are committed to providing support and innovative programs for consumers, families, carers and the broader community.

One Door Mental Health works to:

- Eliminate stigma and create a society that is understanding and accepting.
- Ensure that people with a mental illness, and their carers and relatives, have access to information and appropriate services.
- Advocate on behalf of people with a mental illness, their carers and relatives and mental health professionals, for

better government policy in the areas of research, treatment, rehabilitation, housing and other relevant areas.

- Provide innovative programs and support.
- Ensure that One Door Mental Health has effective and accountable management.

One Door Mental Health has a diversity of experienced and qualified staff employed across its services. One Door Mental Health employs around 270 people. It also enjoys the support of hundreds of people who volunteer their time in numerous ways. One Door Mental Health employs twenty Aboriginal or Torres Strait Islander staff (around 5% of all staff).

One Door Mental Health operates services in over 40 locations in NSW and the ACT. We provide a broad range of face-to-face, telephone and online services to people with a mental illness and to family members and carers. We provide various training and education programs and services. We also play an active role in advocating for improved mental health services and policies.

One Door Mental Health's clients (both carers and consumers) include Aboriginal and Torres Strait Islander people, traditionally in its Respite and Personal Helpers and Mentors Program (PHaMS) services. The locations where there are larger numbers of Aboriginal and Torres Strait Islander clients are in Campbelltown/Camden, the South Coast, Wagga Wagga and Orana/Far West (including Dubbo).

OUR RECONCILIATION ACTION PLAN

THE HISTORY OF OUR RECONCILIATION JOURNEY

Since its inception, One Door Mental Health has been committed to principles of cultural sensitivity. Being inclusive is a strong part of our history. Reconciliation is a process that requires a long-term commitment to building and maintaining links to Aboriginal and Torres Strait Islander communities with realistic and tangible results.

In late 2012, One Door in partnership with the NSW Department of Education & Communities - State Training Services, and coordinated by the Mental Health Coordinating Council, employed three Aboriginal trainees, including training in the Mental Health Certificate IV. The trainees were all employed into the Personal Helpers and Mentors Program (PHaMs) in Eurobodalla, Shoalhaven and Dubbo.

This action started conversations around the development of a RAP. To coincide with drafting the RAP, we undertook extensive consultation with local Aboriginal and Torres Strait Islander groups and individuals. The consultation phase included hosting social events, forums and discussions, informal and formal, in rural and metropolitan areas to ensure that the RAP was on the right track. The draft RAP was also presented at the 2014 Annual Staff Conference for whole of staff input and discussion as well as to management and the Board for endorsement.

STATEMENTS ABOUT OUR COMMITMENT TO RECONCILIATION

Each new carer or consumer who registers with One Door Mental Health is given a Client Handbook that outlines what to expect from us. It includes a section called ‘Your Cultural Needs and Values’ that acknowledges our commitment to building links with Aboriginal and Torres Strait Islander peoples by providing culturally sensitive mental health and wellbeing programs.

PARTNERSHIPS WITH ABORIGINAL AND TORRES STRAIT ISLANDER SERVICES AND COMMUNITIES

Our services support consumers, carers and families with more complex mental health issues providing a range of recreational and vocational activities and referral and support to other services to improve their health and wellbeing. These services have strong cultural connections.

Dubbo continued to develop and strengthen community links with Aboriginal and Torres Strait Islander peoples, communities and services, by undertaking outreach to local communities. The Dubbo team, led by Sue Williamson, formed and maintained strong partnerships with the Narromine Aboriginal Elders Group, the Aboriginal artist Lewis Burns, the Aboriginal musician Greg Nolan, Wellington Aboriginal Health Service, Burunga Medical and Nangara Home Care.

Eurobodalla has continued to invest in their work with Aboriginal and Torres Strait Islander communities in Bodalla, Wallaga Lake

and Narooma where there is great disparity in social wellbeing and a high need for long term trusting relationships with services.

The Eurobodalla team at Moruya, led by Basil Smith, have been actively engaging the community in their area with continued partnerships and Memorandums of Understanding (MOU) with Seamrs, Katungal, Murra Mai and outreach to the Wallaga community.



Bega team hosting a community event during NAIDOC Week,

Basil is also a representative on the NSW/ACT Aboriginal legal service, working with Ability Links, the Community Mental Health Team and Southern Area Aboriginal Health. Basil has also been instrumental in other initiatives such as the Boyz 2 men group, Aboriginal Justice Group and established connections with the local Police Aboriginal Liaison Officer and the Aboriginal TAFE Liaison Officer.

Basil also supported a number of clients to participate in:

- Bridge walk for National Sorry Day - 80 present, 4 clients participated.
- Social enterprise business proposal to Yumaro - for Indigenous employment with lawn mowing and gardening - 4 clients attended.
- The Boomerang Men's Wellbeing Workshop - 4 clients attended
- Opening of Gadhu Family Health, at Moruya hospital.

Helping Hands at Nowra continued to run an Aboriginal and Torres Strait Islander art group to increase inclusiveness of First Australian people.

OTHER COMMUNITY ENGAGEMENT

The RAP Group was successful at obtaining a conference grant for their project to promote local community engagement through the development of Event Toolkits and Yarning for Change Toolkits. These kits contained temporary tattoos of the Aboriginal and Australian flags, Aboriginal art stencils and colouring in pencils, information resources, Aboriginal, Torres Strait and Australian flags for offices, the RAP Charter and an Acknowledgement of Country for display in offices.

CELEBRATING NATIONAL RECONCILIATION WEEK

Head Office staff were treated to a screening of the ABC series “You Can’t Ask That” during lunchtime. This program explored the challenges, hopes, aspirations and stigma facing Aboriginal Australians today.

One Door Mental Health’s Sanctuary Respite Service was part of the Annual Guringai Festival in mid-2017 to celebrate Australia’s

First Peoples' culture in the Northern Sydney region, with the theme "Connections".



The Weaving Bridges Project, connecting community groups in Manly, June 2017.

The intention of the festival is to share in a way of life of First Australians, oriented toward optimal health and wellbeing. A way of life in which mind, body and spirit are integrated, so people are reminded to live more fully within the human and natural environments, connected to each other and the 'oneness'.

Building on from the success of the Weaving Bridges Project since 2013 – One Door partnered with the Northern Beaches Council and other local community groups for an exciting new weaving project – 'Connect' incorporating the NAIDOC theme of 'Our Languages Matter'. Individuals, community groups and schools participated in 'Yarn to Yarn' workshops collaborating towards a large scale art installation.

NAIDOC WEEK

The team at Bega, led by Basil Smith, successfully obtained a NAIDOC Week grant to run an Aboriginal Community Art Project to coordinate community involvement in the development of Aboriginal Art to be displayed at One Door Mental Health sites.



NAIDOC Week artwork in progress as part of the Aboriginal Community Art Project in Bega.

The project is based on the theme of languages and will incorporate 13 languages of the people of the Murri People. By providing an opportunity for Aboriginal and non-Aboriginal men, women and children to work together in partnership, the project aims to raise awareness of the history of the Murri People, allow local communities to participate in an Aboriginal inclusion project and enhancing the reconciliation process.

Gladesville staff met for a screening of the ABC series, Julia Zamiro's Home Delivery featuring Stan Grant. This program

explored awareness of the stolen generation, childhood trauma and the power of community and hope.

Staff Conference 2017

The 2017 staff conference was opened with a Welcome to Country from Aunty Millie Ingram. She spoke to staff about the political environment and the importance of reconciliation in Australia. At the conference, all staff had the opportunity to hear an update on the RAP process and to contribute to its implementation.



The artwork completed by One Door staff at the 2017 Staff conference.

Artwork designed by Koori Kulcha Experience.

The RAP committee contracted the services of Koori Kulcha Experience, a NSW based Aboriginal and Torres Strait Islander entertainment, education and cultural provider to lead a staff art workshop. The Koori Kulcha team taught the staff the basic

techniques for dot painting and discussed the significance of the design of the work and the symbols that they were going to paint. The artwork is now proudly displayed in the Learning, and Education Centre at Gladesville.

RAP Working Group

One Door Mental Health continues to have a RAP Working Group including Aboriginal and Torres Strait Islander employees. It represents staff from all levels and services from across One Door Mental Health and during 2016-17 met on a monthly basis to drive progress of the RAP. Each member of the group contributes to advancing reconciliation in an equal way. The members of the RAP Working Group during 2017 were:

- Carly Warner – Support Worker, Shoalhaven PHaMs
- Kate Wilson - Quality Improvement Coordinator, Gladesville
- Tegan Clemetson- Human Resources Officer, Gladesville
- Katherine Owen – Coordinator Sanctuary Respite Centre, North Head
- Isabelle Devos – Carer Advocate, Armidale
- Basil Smith – Recovery Support Worker, Moruya
- Hugh Worrall – Support Groups Facilitator, Gladesville
- Leila Baretto – Carer Advocate, Bankstown
- Carol Connor – Engagement Officer, Newcastle
- Ellen Marks (Chair) – General Manager, Advocacy and Inclusion
- Rob Ramjan – Chief Executive Officer, Gladesville
- Philippa Boss – Coordinator of Physical Health/Wellness, Gladesville (resigned)

The RAP Group would also like to acknowledge the contributions of Sue Williamson, Area Leader, Dubbo.

1. RELATIONSHIPS

One Door Mental Health is committed to developing long standing and mutual relationships with Aboriginal and Torres Strait Islander communities and peak bodies in order to build a relationship of learning, collaboration, respect, partnership, trust and friendship. Through these relationships, we can act confidently and ensure that its services consider and adequately represent the needs and views of Aboriginal and Torres Strait Islander communities

Area	Action	Timeline	Deliverable	Progress August 2017	
Relationships	1.1	RAP Working Group (RWG) actively monitors RAP development, including implementation of actions, tracking progress and reporting	Jun-16 then ongoing	a. RWG to oversee the development, endorsement and launch of RAP	RAP developed and endorsed by RA in 2016. The endorsed RAP was launched at the 2017 Staff Conference.
				b. Meet at least twice a year to monitor and report on RAP implementation	2016-17 meetings on a monthly basis for monitoring progress and reporting on activities.
			Jun & Dec 2016	c. Update a Terms of Reference for the RWG	TOR current
			Jun & Dec 2018	d. Create a yearly plan of activities to support the RAP	Completed. Plans and events to be communicated through the staff newsletter.
			Jun-16	e. Report RAP progress and achievements to the Board and Senior Executive Team at least twice a year	Report delivered to Executive and Board Feb 2017 and June 2017.
	1.2	Celebrate National Reconciliation Week (NRW) as a way of providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships	May–Jun 2016	a. Organise at least one internal NRW event each year	Events held at Gladesville, Moruya, Manly, Dubbo.
			May–Jun 2017	b..Register all NRW events on the Reconciliation Australia website	Events held at Gladesville registered with RA.

Area	Action	Timeline	Deliverable	Progress August 2017	
Relationships	1.3		Feb, Jun 2017	a. Report on RAP progress during staff meetings and board meetings	Progress on RAP reported at staff meetings and Board meetings (as in 1.1e).
		Raise internal and external awareness of One Door Mental Health's RAP	As needed	b. Continue to outline our commitment to reconciliation and the RAP during staff orientation	Learning and Development are in the process of designing a new orientation training including cultural awareness supported by the RWG.
			Jun 17	c. Develop and implement a strategy to communicate our RAP to all internal and external stakeholders	Regular newsletter articles and social media posts. RAP achievements to be published in annual report and on website.
	1.4	Consult with Aboriginal and Torres Strait Islander representatives to improve knowledge and partnerships	Ongoing	a. Identify Aboriginal and Torres Strait Islander organisations and communities that One Door Mental Health can partner with on future reconciliation initiatives	Ongoing. On-site staff working with local communities to develop and maintain relationships. See "Partnerships with Aboriginal and Torres Strait Islander Services and Communities" above.
				b. Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement	
				c. Continue to build links and regularly consult with Aboriginal communities and organisations	

2. RESPECT

Respect refers to an understanding and awareness of the experiences, beliefs and practices of people within our communities. This enables the development of stronger relationships, appropriate services and active engagement in practical reconciliation. We respect and recognise Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia. We will demonstrate our respect to Australia's First Peoples by ensuring the practice of Welcome to Country and Acknowledgment of Country are conducted at all appropriate times. We acknowledge that Aboriginal and Torres Strait Islander peoples and other Australians have shared a traumatic history and this has sculpted Australian society. We also believe that it is never too late to commence a journey of moving forward together and starting a new chapter in history in order to build a future that we want for all Australians.

Area	Action	Timeline	Deliverable	Progress August 2017	
Respect	2.1	Continue to pay respect and acknowledge Australia's First Peoples by embedding Aboriginal and Torres Strait Islander cultural protocols within the organisation	Feb, Jun 2017	a. Invite a Traditional Owner to provide a Welcome to Country at all of One Door Mental Health's major public gatherings including Staff Conference and Parliamentary Lunch	Aunty Millie Ingram performed a Welcome to Country at the 2017 Staff Conference and Brand Launch in February. Welcome to Country also performed at a number of other regional sites during Feb-April as part of the brand launch.
			Ongoing	b. Encourage employees to provide an Acknowledgement of Country at all other public events	Welcome and Acknowledgement of Country policy updated and communicated to staff
			May-17	c. Develop a list of contacts for organising a Welcome to Country.	List developed including Welcome to Country contacts and other event contacts.
			Apr-17	d. Revise and communicate One Door Mental Health's Aboriginal and Torres Strait Islander cultural protocols	Welcome and Acknowledgement of Country policy, Working With Aboriginal and Torres Strait Islander Communities Policy updated and communicated to staff.
	2.2	Acknowledge Aboriginal and Torres Strait Islander peoples as Traditional Custodians of the land in our publications and offices	Apr-17	a. Revise One Door Mental Health's Acknowledgement of Country statement in consultation with Traditional Custodians	See 2.1b
				b. Frame the Acknowledgement of Country statement and display in One Door Mental Health's head office	Acknowledgement of Country displayed at head office.

Area	Action	Timeline	Deliverable	Progress August 2017	
Respect	2.2	Acknowledge Aboriginal and Torres Strait Islander peoples as Traditional Custodians of the land in our publications and offices	Dec-16	c. Include an Acknowledgement of Country in our publications, on the website and email signatures	Rebranded material, including email signatures, include Acknowledgement of Country.
	2.3	Enhance employee knowledge and understanding around the diversity of Aboriginal and Torres Strait Islander cultures	Nov-16	a. Capture baseline data on staff knowledge of First Australian cultures, histories and achievements	One Door staff barometer survey completed.
			Feb-17	b. Develop and supply toolkits to staff including Yarning Tools and cultural event materials to build engagement with Indigenous clients and the wider Indigenous community	RWG received a grant from One Door to develop kits. Event Toolkits sent out to sites requesting resources before NRW week and NAIDOC Week 2017.
			Dec-17	c. Develop and pilot Aboriginal and Torres Strait Islander cultural awareness training	See 1.3b,c.
				d. Investigate opportunities to develop an online module relating to Aboriginal and Torres Strait Islander culture for staff orientation course	
	2.4	Provide opportunities for employees to acknowledge and celebrate NAIDOC Week and other significant Aboriginal and Torres Strait Islander cultural events	Apr-16	a. Review HR policies and procedures to ensure that there are no barriers to Aboriginal and Torres Strait Islander staff to participate in NAIDOC Week activities	No barriers identified.
			Jun-17	b. Provide opportunities for Aboriginal and Torres Strait Islander employees to participate in NAIDOC Week events/activities	Staff encouraged to organise and participate in NRW and NAIDOC Week events. Events advertised in staff newsletter.

Area	Action	Timeline	Deliverable	Progress August 2017	
Respect	2.4	Provide opportunities for employees to acknowledge and celebrate NAIDOC Week and other significant Aboriginal and Torres Strait Islander cultural events	Jun-17	c. Record Aboriginal and Torres Strait Islander staff attendance at training	Training attendance is recorded for all staff, including Aboriginal and Torres Strait Islander staff.
			Jul 2016, 2017	d. Encourage all staff to participate in at least one Aboriginal and Torres Strait Islander event or celebration/year	Staff encouraged to organise and participate in NRW and NAIDOC Week events.
	2.5	Embed the needs of Aboriginal and Torres Strait Islander peoples by demonstrating respect, understanding and support of their cultural systems and practices	Apr-16	a. Provide the opportunity for Aboriginal and Torres Strait Islander peoples to apply for cultural leave	Completed. Included in SCHADS Award.
				b. Review and update One Door Mental Health's leave policy to include the terms and conditions of cultural leave for Aboriginal and Torres Strait Islander peoples	
	2.6	Create a culturally safe environment for Aboriginal and Torres Strait Islander staff and visitors	Feb-17	a. Purchase Aboriginal and Torres Strait Islander Flags for all sites	Flags distributed to all sites.
			Sep-17	b. Conduct a visual audit of the office sites to ensure that we have culturally safe environments	Audit checklist developed and trialled. Wider roll-out ongoing.
	2.7	Increase the representation of Aboriginal and Torres Strait Islander peoples in our marketing and communication platforms	Mar-17	a. Source and distribute relevant Aboriginal and Torres Strait Islander mental health information and make available through our sites	Yarning for Change Toolkit for sites currently being developed.
				b. Include reference to the RAP and relevant success stories on our website and social media platforms	RAP and RAP report included on the One Door website.
				c. Maintain a collection of Aboriginal and Torres Strait Islander art works	
				d. Display and appropriately acknowledge Aboriginal and Torres Strait Islander artwork and stories at all our sites	Artwork displayed and acknowledged at Gladesville offices and at regional sites.

3. OPPORTUNITIES

Our vision of supporting, developing and celebrating resilience and community strength is underpinned by our ability to develop the skills and experience of people involved in our organisation including staff, volunteers and those engaged in our services.

We commit to fostering confidence in all our services in their interactions with the Aboriginal and Torres Strait Islander community. This includes working towards a culturally inclusive and appropriate approach to recovery that is defined by the client's personal success.

Area	Action	Timeline	Deliverable	Progress August 2017
Opportunities	3.1 Investigate opportunities within One Door Mental Health to increase employment opportunities for Aboriginal and Torres Strait Islander peoples	Dec-16	a. Capture baseline data on current Aboriginal and Torres Strait Islander employees to inform future developments	Baseline data captured at recruitment and during staff surveys.
		Dec-17	b. Review HR policies and procedures to address any barriers to Aboriginal and Torres Strait Islander employees and applicants	Ongoing
		Dec-17	c. Continue to engage with Aboriginal and Torres Strait Islander employees to consult on employment strategies including professional development	
		Dec-17	d. Develop an Aboriginal and Torres Strait Islander employment and retention strategy as part of overall employment and retention strategy	
		Mar-18	e. Advertise employment opportunities in Aboriginal and Torres Strait Islander media platforms and networks (such as Koori Mail and/or ourmob.com)	
			f. Investigate different approaches to increasing Aboriginal and Torres Strait Islander employment within our organisation (including training pathways, apprenticeships, internships, cadetships, work experience)	

Area	Action	Timeline	Deliverable	Progress August 2017
Opportunities	3.2	Investigate opportunities to increase Aboriginal and Torres Strait Islander supplier diversity within One Door Mental Health	a. Review procurement policies to address barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses	Procurement procedures reviewed. No barriers identified.
			b. Review and reform procurement strategy, policy and processes to incorporate supplier diversity principles	
			c. Develop a list of Aboriginal and Torres Strait Islander businesses	Ongoing and see 2.1c
			d. Educate staff about procuring goods and services from Aboriginal and Torres Strait Islander businesses	Staff encouraged to engage with local Aboriginal and Torres Strait Islander businesses through RAP reporting and activities.
			e. Investigate becoming a member of Supply Nation	Possibility investigated.
			f. Develop a commercial relationship with an Aboriginal and Torres Strait Islander business, if competitive	Ongoing and see 2.1c, 3.2d.

4. TRACKING PROGRESS AND REPORTING OPPORTUNITIES

Area	Action	Timeline	Target	Progress August 2017	
Tracking and reporting	4.1	Report RAP achievements, challenges and learnings to internal and external stakeholders	Sep-17	a. Develop and implement reporting mechanisms	RAP reporting to RA to be completed September 2017.
			Mar-18	b. Report on RAP progress and achievements to the Board and Senior Executive Team	See 1.1e.
			Sep-17	c. Investigate publicly reporting on RAP achievements	RAP achievements to be published in annual report and on website.
	4.2	Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report	Sep-17	a. Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually	RAP reporting to RA completed August 2017.
	4.3	Refresh and update a new RAP for One Door Mental Health	Oct-17	a. Liaise with Reconciliation Australia to draft a new RAP for One Door Mental Health based on learnings, challenges and achievements from our previous RAP	To be completed.
				b. Send draft RAP to the Board and Senior Executive Team for approval prior to seeking formal endorsement by Reconciliation Australia	
				c. Send draft RAP to Reconciliation Australia for formal review, feedback and endorsement	
Also refer to Actions 1.1d and 1.3a					

CONTACT DETAILS

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Back cover artwork - We would like to acknowledge Matthew McGann, Aboriginal Recovery Support Worker, Shoalhaven for contributing his artwork to our Reconciliation Action Plan. Matt is a proud Yuin man from the Far South Coast of NSW and is very passionate about his artwork.

