



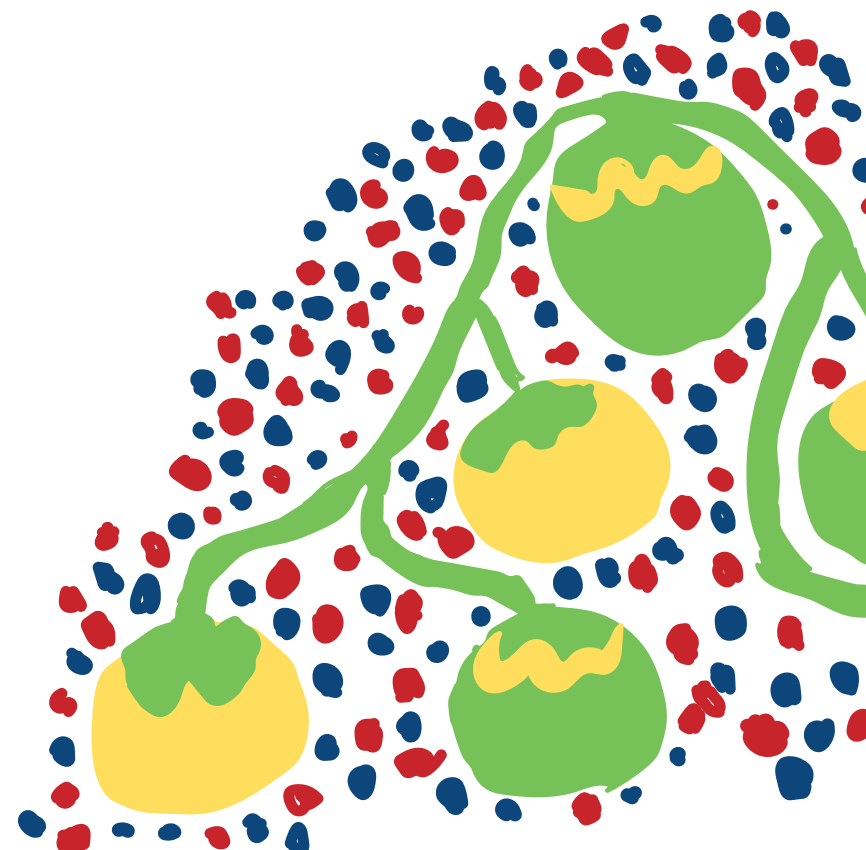
Reflect Reconciliation Action Plan

January 2025 - December 2025



Acknowledgment of Country

Far North Community Services acknowledge the Traditional Custodians of all lands on which we operate, and we pay our respects to Elders past, present and emerging.



Design elements used in this report are from Fitzroy Crossing artist Pauline Chiguna's 2024 'Collecting Bush Food' artwork which has been commissioned for use in our Reconciliation Action Plan.

Statement from CEO of Reconciliation Australia



Reconciliation Australia welcomes Far North Community Services Ltd to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Far North Community Services Ltd joins a network of more than 3,000 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 Far North Community Services Ltd 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 Far North Community Services Ltd, 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

Chairperson's message



On behalf of the Board of Directors, our staff, and the people we support, I proudly endorse Far North Community Services Reflect-Reconciliation Action Plan.

Far North Community Services exists to support people living with disability and to ensure they know, understand, and exercise their human rights under the UN Convention on the Rights of Persons with Disabilities.

As a Kimberley based service, we recognize the impact of colonization and the resulting intergenerational trauma of First Nations people, and we recognize their remarkable strength, resilience, sense of community and connection to culture.

We work to support First Nations people with disability so they may exercise their rights to self-determination as described in the UN Declaration on the Rights of Indigenous peoples.

The Board is committed to ensuring our services, policies, processes, activities and actions are designed in consultation with First Nations people through genuine partnerships, deep listening and continuous learning and embedding improvements.

We fully support reconciliation and we are committed to contributing to closing the gap targets through the delivery of our NDIS services and providing support for people to achieve their identified goals.

The Board is ultimately responsible for the culture of our organization. We set the expectations on how actions and behaviors align with our stated values of understanding, inclusion, respect, consistency, and reliability and commitment to reconciliation and self-determination.

I look forward to seeing the impact this commitment will have for our organisation in fostering respect and understanding, advancing reconciliation and assisting the people we work with to live good lives.

Mark Luca

Chairperson,
Far North Community Services

CEO's message



Developing our inaugural Reflect RAP is a significant milestone in our organisation's journey and demonstrates Far North's commitment to the national reconciliation movement.

Our services are designed to empower people to be the leaders in their own lives and to ensure they can access disability related supports and services at home on country.

Far North's therapy services work with families and children, so that they may experience the best start they can - and so adults are able to live a good life.

Our Reflect RAP aligns with our beliefs of self-determination and equity for all people. We work holistically with people across all domains of their lives where ever required.

Cultural safety in the delivery of supports and services can only be achieved with a whole of organisation approach - a culture underpinned by a deep understanding of First Nations cultures, respect and reconciliation. We are grateful for the generosity of spirit and learning opportunities from the oldest living culture in the world.

Far North is committed to embedding a culture of respect, diversity, and cultural safety in all that we do.

Our vision cannot be achieved without First Nations people having a genuine say in how our services are designed and delivered, and on our policy, processes and governance. We continue building on this with advice and guidance from our advisory group, who will play a key leadership role within our organisation.

Kathy Hough

Chief Executive Officer,
Far North Community Services



Above: The Local Government Areas (LGAs) and major towns of our region.

Our business

Far North Community Services is a not for profit NDIS provider servicing the Kimberley region of Western Australia - a region of almost 420,000 square kilometers.

As a registered NDIS provider our goal is to work towards full participation, inclusion, self-determination and upholding the rights of people with disability. Our core business is support services for people in the Kimberley region living with disability.

These services include therapy, supported independent living, assistance with daily living activities, social, community and civic participation, respite, and NDIS plan management.

Our offices are in Broome, Derby, Halls Creek and Kununurra. A Fitzroy Crossing office was lost in the floods of January 2023 and we are currently in the process of rebuilding and refurbishing the site. We have dedicated Therapy spaces in Broome, Derby and Kununurra and we deliver remote outreach therapy to numerous sites.

As of February 2024, Far North Community Services employs 141 people and 18 identify as Aboriginal and/or Torres Strait Islander people.

Our partnerships and activities

Staff Cultural Security Services reference group

The Far North Staff Cultural Security Services reference group commenced on the 19th of January 2024.

This reference group consists of 6 Aboriginal and Torres Strait Islander people who have agreed to meet fortnightly to talk about how our organisation can be more culturally secure.

The staff want to be a conduit to give feedback on what they see, hear, and feel about how we deliver our services, what the people we support might think but not know how to tell us and how we can increase the number of Aboriginal staff and support them.

The group will help with the development and implementation of our Reflect RAP.

At Far North Community Services we believe in inclusion, keeping families strong, respecting, and celebrating culture and constantly learning so we can support Kimberley people in the proper way.

Outreach therapy services are provided in remote communities with Drive in Drive Out (DIDO) and Fly in fly out (FIFO) models.

Each year, we organise events and participate in celebrations such as International Day of People with Disability, National Reconciliation Week, NAIDOC week and other local cultural celebrations with staff, participants and their families and the wider community.

The RAP Champion for Far North Community Services is our Chief Operating Officer, Kathy Hough.



Above: Far North's Outreach Team



Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	November 2025	Head Indigenous Engagement and Community Relations (HIECR)
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	July 2025	HIECR
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2025	Marketing & Communications Manager (MCM)
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2025	HIECR
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2025	HIECR
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	April 2025	CEO/Chair
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2025	HIECR
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	May 2025	HIECR
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	July 2025	HIECR
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2025	HR Manager + Culturally Secure Working Group



Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	August 2025	Chief Executive Officer(CEO)
	Conduct a review of cultural learning needs within our organisation.	May 2025	HIECR
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	April 2025	HIECR
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	April 2025	HIECR
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2025	MCM
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	HIECR
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2025	HIECR



Left: Our Therapy team stall at the 2024 Bidyadanga School Health Day

Opportunities

Action	Deliverable	Timeline	Responsibility	
8.	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	May 2025	HR Manager
		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2025	HR Manager
9.	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2025	CEO
		Investigate Supply Nation membership.	September 2025	CEO



Above: Yawuru Elder Di preparing a staff smoking ceremony for our reconciliation day event in 2024



Above: participant presenting local radio segment for Fitzroy Crossing community radio with Support worker Cheki.





Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	December 2025	CEO
	Draft a Terms of Reference for the RWG.	April 2025	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	April 2025	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	April 2025	CEO
	Engage senior leaders in the delivery of RAP commitments.	April 2025	HIECR
	Appoint a senior leader to champion our RAP internally.	April 2025	HIECR
	Define appropriate systems and capability to track, measure and report on RAP commitments.	May 2025	CEO
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June, annually	CEO
	Contact Reconciliation Australia to request our unique link, to access the on-line RAP Impact Survey.	1 August annually	CEO
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	CEO
13. Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2026	CEO



Queries and contact

Please direct all inquiries about our RAP to:

Kathy Hough, CEO

kathy.hough@farnorth.org.au • 0439 083 519

Contact us

Phone: (08) 9193 5207

admin@farnorth.org.au

farnorth.org.au



far north
community services