HART Services acknowledges and respects the Bundjalung Nation, Traditional Custodians of the land on which we work and live.

The Aboriginal artwork to the right was created by HART staff member Barrie Jenkins.

It represents the communities of Muli Muli, Bonalbo, Jubullum, Box Ridge and the rivers that flow through the Northern Rivers Region: the Clarence, Rocky, Richmond and Wilson.

The remainder of the Aboriginal artwork on the front cover was sourced from the Culcha Discs - Australian Indigenous Images Volume 1 "Copyright 1999 Doddy Worx"
Home Assistance and Regional Transport Services (HART Services) is a strong sustainable not for profit, non-government organisation that facilitates independence, health, wellbeing and social participation with a focus on older people, people with disabilities, youth and special needs groups.

We are highly engaged with local and regional communities. Our team of 100+ volunteers and 40 staff deliver person-centred services across the Lismore, Kyogle and Richmond Valley local government areas.

HART’s Head Office is located at Wollongbar, 13 Kilometres east of Lismore. The red markers on the map to the right indicate locations where HART Fleet vehicles are located and provide an approximate footprint of the HART service area.

The majority of services are coordinated through Head Office with Kyogle services coordinated by a small branch office.

In 2017 HART delivered over 77,600 transports and 10,000 hours of Social Support to over 3,000 clients. Over 28% of outputs are provided to Aboriginal clients.

Volunteer hours average 500 a week.

HART has 8 staff (20%) and 8 volunteers (7.6%) who are Aboriginal and or Torres Strait Islander people. HART is inclusive of all cultures and creates active pathways to our services and employment.

SERVICES INCLUDE:

- Transport for medical appointments, youth groups, shopping buses, social and cultural events and specific outings for special needs groups.
- Disability Support Services and Home-Care Package services
- Personal and domestic care
- Driving instruction
- Travel-training.
OUR BUSINESS Continued

TRANSPORT is provided to: GPs, Specialists, Hospitals, Audiologist, Diabetes Educator, Exercise Physiologist, Dietician, Mental Health Worker, Occupational Therapist, Physiotherapist, Chiroprodist, Dentist, Osteopath, Psychologist, Speech Pathologist, Remedial massage, Naturopath, Acupuncture, Homeopathy and other places of importance.

HART provides transport to Aboriginal and Torres Strait Islander peoples across the entire HART geographical footprint however we work very closely with the communities of Muli Muli and Jubullum. Each of these communities is transport disadvantaged due to their location and distance from the nearest major town and services.

The Muli Bus runs each Friday to Lismore and/or Casino and the trip generally takes 1.1/2 hours to travel each way across difficult roads. The community also uses the Muli bus extensively to take kids to sporting events and keep the community connected.

The Jubullum bus travels each Monday and Wednesday and is very flexible to meet community needs.

Transport is a key factor in developing the economics of Aboriginal Communities. Mobility linkages allow people to seek and hold jobs, attend education and training, access Health Care and essential services and fully participate in community life.

Disability Support Services and Home-Care Package services cover a range of flexible services to people with a disability to enhance their wellbeing and promote independence. We take great pride in providing services that are as individual as our clients. Services may include: Domestic assistance, Meal preparation, Personal care, Garden & yard services, Social support & outings, Shopping, Support with technology, Nursing, Allied health & clinical care.

Driving instruction is personalised and sensitive driver education and instruction provided in a fun and safe environment. Our in-house instructors and dual control vehicle ensure safety and security. This can particularly benefit people who experience barriers e.g. anxiety or who are from culturally and linguistically diverse backgrounds. People with a disability or Carers for people with a disability also enjoy our knowledgeable approach and support.

Travel-training is a FREE personalised service that provides guidance and support for anyone in the community wanting to access public transport services effectively, efficiently, independently and safely. Advice and planning skills are available to increase confidence while travelling on public transport. Assistance is provided with understanding timetables, purchasing fares and planning trips.
OUR RAP

HART Services have an extensive history of working closely with local Aboriginal and/or Torres Strait Islander Communities and respects that the local Widjabal/Wyabal peoples have lived here with continuity for over 50,000 years as part of the Bundjalung Nation. Despite this history, a lack of equity, opportunity and access persists and as a Community Organisation we are dedicated to reducing these inequities.

Our Mission, Vision and Values are integral to our actions and to ‘walk our talk’ we wish to formalise our engagement with Aboriginal and/or Torres Strait Islander Communities through the development of a recognised RAP.

Mission is to provide a range of responsive solutions that ‘make a difference’ by fostering wellbeing and connecting community.

Vision: Home Assistance and Regional Transport Services is a strong sustainable organisation, highly engaged with local and regional communities. Our personalised services support people to meet the challenges of ageing, disability, transport disadvantage and social isolation.

Values:

Making a difference: Promote wellbeing by enabling people to actively engage in their communities

Team: Working together to achieve excellent outcomes

Responsiveness: Responding to people’s needs and an ever changing environment

Safety: Personal and environmental safety is our primary focus

Inclusiveness: Embracing diversity

Quality: Ensuring quality through continuous improvement

Transport issues are a major factor across the Northern Rivers, particularly in Aboriginal and Torres Strait Islander Communities. We are committed to creating equitable access and opportunities for all members of the local Communities. In developing a RAP we will have a structured framework with achievable goals. This formalises our existing culture and assists Board, staff, volunteers and customers to understand where we are and where we are heading.
OUR RECONCILIATION JOURNEY TO DATE

For the last 15 years HART services have had Aboriginal representation on the Board of Management, recruiting respected Elders with a high Community Profile. Currently we are fortunate to have Maureen Logan on the Board. This assists HART to ensure culturally appropriate protocols are followed and that HART Services have cultural expertise and guidance in making decisions and considerations. Our Policy reflects that this position is a permanent requirement for the composition of the Board of Management.

Board Member 2018

Maureen is a Bundjalung woman who has lived on Coodjingburra country all her life and has vast personal and professional experience of people with a disability. Maureen has extensive governance experience including current Board Membership and 8 years involvement with First Peoples Disability Network (FPDN). Maureen has also been a member of the Aboriginal Disability Network (ADN) for 12 years, including 5 years as a Board Member. Maureen’s interests include film making, cultural (Gunngah Binnung) e.g. exhibitions and fishing. Maureen brings to the HART Services Board a great depth of cultural awareness and understanding of Aboriginal and Torres Strait Islander people who are faced with the double disadvantage of disability.
OUR RAP TEAM

The RAP team is championed by HART’s C.E.O Colleen Thomas and is pictured below. From left to right:

Lesley Mye: Aboriginal Engagement Coordinator (A.E.C), Lesley is a Yugambeh woman who coordinates Aboriginal/Torres Strait Islander transport for the LGA’s of Kyogle, Lismore and Richmond Valley. Lesley commenced in May 2010 when Aboriginal/Torres Strait Islander trips totalled 6,489. In the last financial year the Aboriginal Transport Program coordinated 21,909 trips, comprising 28% of the overall trips for HART Services. Cultural and flexible transport is always provided to the Aboriginal/Torres Strait Islander clients of HARTS.

Margot Mair: Group Services manager, has been with HART Services for 17 years in a range of roles. As a non-Aboriginal person, she has an active interest in Aboriginal cultures and histories. She is dedicated to ensuring equity and inclusion for Aboriginal people, in both her workplace and community.

Colleen Thomas: C.E.O. Colleen has been proactive in creating access equity and employment opportunities for Aboriginal and/or Torres Strait Islander people for the last 20 years. When Colleen first started at HART Services in 1998 there was one Aboriginal client and no Aboriginal workers. Today there are over 600 Aboriginal and/or Torres Strait Islander clients utilising 28% of all service delivered and 8 Aboriginal/Torres Strait Islander staff.

Sheila Pring: Client Care Manager. Sheila has been employed with HART for 10 years coordinating social support services in the Lismore LGA, and more recently coordinating home and community support services for Home Care Package and NDIS participants. Sheila’s goal is to work towards equitable access to these programs for Aboriginal and Torres Strait Islander people and contribute towards the implementation of a RAP at HART Services.

Barrie Jenkins: A.E.C Assistant. Barrie has been employed with HART for 10 years providing culturally appropriate services to the Aboriginal communities and clients in the HART service area. Barrie having lived in the Lismore community for the past 20 years and being a Bundjalung woman brings local understanding to HART to assist with liaising with Aboriginal communities and Aboriginal and Torres Strait Islander clients.

The team and other staff attended the RAP workshop hosted by Lismore City Council in September 2016.
CURRENT ACTIVITIES

Transport is a core activity:

Tabulam has a population of 644, with 156 people, (24% of the population), identifying as Aboriginal (10 times higher than the State average of 2.5% -2011 Census). Additionally nearby Jubullum has 461 people who identify as an Aboriginal person. This Community is technically in the Tenterfield Local Government Area (LGA) but logistically is serviced by HART Services and accesses facilities in the Richmond Valley and Lismore LGA’s.

Bonalbo has a population of 543 with 7.5% of the population being Aboriginal people. Both towns are extremely isolated and transport disadvantaged. Issues of limited public transport and extreme financial disadvantage are compounded by very low car and licence ownership. The median household income in Aboriginal and Torres Strait Islander families in these regions is generally below half of the weekly State average.

Distance compounds matters. Access to a Doctor or chemist necessitates a 60-70 kilometre trip to Casino, to access a major hospital or specialist often requires a trip to Lismore at over 100 kilometres one way. Aboriginal Transport Program (ATP) trips comprised 28% of overall service delivery in 2017 and HART Services are exceeding local demographics.

Community partnerships

HART has long established partnerships with local Aboriginal Communities including Muli Muli, Jubullum and Bonalbo. HART conduct regular consultations and Community Members are very involved in the decision making processes. Communities set the priorities, fees, resource management etc. There are cultural specific procedures to engage workers from within Community and the Community endorse the appointments. Services are delivered in a flexible manner that allows for Sorry-Time and other cultural events.
Resources are culturally appropriate and promote pride and ownership, e.g. buses are wrapped in locally designed and relevant art-work.
ACKNOWLEDGMENT

Acknowledgement of Country and Welcome to Country is an important inclusion in all that we do and Uncle Gilbert of the Bundjalung Nation provided HART Services with a smoking ceremony and Welcome to Country for our 30 year celebration.
1. RAP Working Group (RWG) actively monitors RAP development and the implementation of actions.

**DELIVERABLE 1.** RWG to meet at least every 3 months, document progress, allocate tasks.

**TIMELINE** March, June, September, December 2018

**RESPONSIBILITY** Aboriginal Engagement Coordinator (A.E.C), A.E.C assistant, Group Services Manager, C.E.O, Client Care Manager.

2. Expand internal and external relationships

**DELIVERABLE 1.** Invite Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with on our reconciliation journey.

**TIMELINE** January 2018

**RESPONSIBILITY** A.E.C & C.E.O

**DELIVERABLE 2.** Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey, e.g. Lismore City Council, Social Futures.

**TIMELINE** January 2018

**RESPONSIBILITY** C.E.O

3. Participate in and celebrate National Reconciliation Week (NRW)

**DELIVERABLE 1.** Encourage staff to attend a NRW event.

**DELIVERABLE 2.** Circulate Reconciliation Australia’s NRW resources and reconciliation materials to staff.

**DELIVERABLE 3.** Ensure our Working Group participates in an external event to recognise and celebrate NRW.

**TIMELINE** 27 May- 3 June 2018

**RESPONSIBILITY** Human Resource (HR) Manager, A.E.C & C.E.O
4. Raise internal awareness of our RAP

**DELIVERABLE 1.** Develop and implement a plan to raise awareness amongst all staff, volunteers and clients across the organisation about our RAP commitments.

**TIMELINE**  By March 2018

**RESPONSIBILITY**  RWG, C.E.O & Administrator

**DELIVERABLE 2.** Engage and inform key internal stakeholders of their responsibilities within our RAP.

**TIMELINE**  By March 2018

**RESPONSIBILITY**  C.E.O

**DELIVERABLE 3.** Include RAP progress as a standing item for Board of Management Meetings

**TIMELINE**  By March 2018

**RESPONSIBILITY**  Administrator

5. Raise external awareness of our RAP.

**DELIVERABLE 1.** Publish on Website.

**DELIVERABLE 2.** Include information in newsletters and reports.

**TIMELINE**  By March 2018  **RESPONSIBILITY**  RWG & Administrator

**DELIVERABLE 3.** Engage all levels of the organisation in the delivery of RAP goals and outcomes e.g. Management Board, external events, RAP promo at transport info days, when giving external talks etc.

**TIMELINE**  By March 2018

**RESPONSIBILITY**  C.E.O
6. Ensure the organisation has systemic training in Aboriginal and Torres Strait Islander cultural competency

**DELIVERABLE 1.** Conduct a review of cultural awareness training needs within HART Services.

**TIMELINE**
By December 2018

**RESPONSIBILITY**
HR Manager

**DELIVERABLE 2.** Investigate external workshops e.g. Local Aboriginal Land Councils. Source local appropriate on-country training.

**TIMELINE**
By March 2018

**RESPONSIBILITY**
A.E.C & A.E.C Assistant

**DELIVERABLE 3.** Conduct Cultural competency training across the organisation.

**TIMELINE**
April 2018

**RESPONSIBILITY**
C.E.O

**DELIVERABLE 4.** Aboriginal and Torres Strait Islander cultural competency as a standing item at every staff meeting.

**TIMELINE**
Monthly from January 2018

**RESPONSIBILITY**
A.E.C & C.E.O
7. Participate in and celebrate NAIDOC Week (Con'td)

**DELIVERABLE 1.** Raise awareness and share information amongst our staff and service users of the meaning of NAIDOC Week.

**TIMELINE**
By March 2018

**RESPONSIBILITY**
Administrator and RWG

**DELIVERABLE 2.** Ensure the RWG and a selection of staff from each of HART’s service area participates in an external NAIDOC Week event. E.g. Bonalbo, Jubullum and Lismore.

**TIMELINE**
July 2018

**RESPONSIBILITY**
C.E.O

**DELIVERABLE 3.** Explore opportunity to hold information stall at the NAIDOC events.

**DELIVERABLE 4.** Continue promoting NAIDOC Week and involving staff/Board in community events in our local area.

**TIMELINE**
March 2018

**RESPONSIBILITY**
A.E.C & A.E.C Assistant
8. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols

**DELIVERABLE 1.** Explore who are the Traditional Custodians of the lands and waters in our local area.

**DELIVERABLE 2.** Scope and develop a list of local Traditional Custodians of the lands and waters within our organisation’s sphere of influence.

**DELIVERABLE 3.** Raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols).

**TIMELINE**
By March 2018

**RESPONSIBILITY**
RWP

**DELIVERABLE 4.** Include as standing item Acknowledgement of Country in Staff and Board meeting procedures.

**TIMELINE**
By March 2018

**RESPONSIBILITY**
Administrator

**DELIVERABLE 5.** Engage Bundjalung Elder to conduct Welcome at special opening or events.

**TIMELINE**
By March 2018

**RESPONSIBILITY**
Board of Management / Staff
9. Continue to advance Aboriginal and Torres Strait Islander employment and training.

DELIVERABLE 1. Formalise policy and procedures for Aboriginal and Torres Strait Islander employment targets within our organisation.

TIMELINE By March 2018

RESPONSIBILITY C.E.O / Board of Management

DELIVERABLE 2. Develop plan to address identified employment gaps and need for personal-care workers in local Aboriginal Communities.

DELIVERABLE 3. Overcome barriers to obtaining training/qualifications required for personal-care work by establishing supported study group at HART Services.

TIMELINE By December 2017

RESPONSIBILITY C.E.O / Board Management

10. Investigate Aboriginal and Torres Strait Islander supplier diversity

DELIVERABLE 1. Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses.

DELIVERABLE 2. Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.

DELIVERABLE 3. Investigate opportunities to become a member of Supply Nation.

TIMELINE 2018

RESPONSIBILITY RWG
11. Involve Communities, individuals and families in understanding and transitioning to the NDIS.

**DELIVERABLE 1.** Coordinate information sessions on Country, bringing together the professionals who can guide NDIS discussions.

**DELIVERABLE 2.** Undertake surveys of families with member with disabilities to ascertain which services they wish HART to continue, or to develop.

**DELIVERABLE 3.** Ascertain how Community members and families want the services to be delivered.

**TIMELINE**
*By December 2018*

**RESPONSIBILITY**
*A.E.C*

**DELIVERABLE 4.** Utilise feedback to develop appropriate services.

**TIMELINE**
*By March 2018*

**RESPONSIBILITY**
*C.E.O*
12. Build support for the RAP

**DELIVERABLE 1.** Define resources needs for RAP development and implementation.

**DELIVERABLE 2.** Define systems and capability needs to track, measure and report on RAP activities.

**TIMELINE** By March 2018

**RESPONSIBILITY** C.E.O

**DELIVERABLE 3.** Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia.

**TIMELINE** September annually

**RESPONSIBILITY** C.E.O

13. Review and Refresh RAP

**DELIVERABLE 1.** Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.

**TIMELINE** By Sept 2018

**RESPONSIBILITY** RWG

**DELIVERABLE 2.** Submit draft RAP to Reconciliation Australia for formal review and endorsement.

**TIMELINE** By October 2018

**RESPONSIBILITY** C.E.O
For enquiries regarding our RAP please contact:

Colleen Thomas
C.E.O

02 6628 0337
collen@hartservices.org.au