

**Community Transport Organisation**

**Reflect Reconciliation Action Plan**

**March 2023 – March 2024**

The Community Transport Organisation acknowledges the Cammeraygal people as the traditional custodians of the lands upon which we meet and work. We also acknowledge the traditional custodians of all the lands across New South Wales upon which our Members provide community transport services.

We pay our respects to Elders past, present, and emerging, the holders of knowledge, tradition, and culture. We recognise their ongoing connection to lands, waters and community and say thank you for the preservation of country across thousands of generations.

## **Message from the Chair, Mr Ben Jackson.**

It is with great pride that the Community Transport Organisation (CTO) presents our first Reconciliation Action Plan, our Reflect RAP for 2023-2024. Our RAP will guide us on the reconciliation journey both in our own organisation, and as a peak body, in support of action across the sector.

The CTO believes that equitable access to transport provides agency to independence. It sustains a quality of life and enhances community connectedness. Travel with community transport allows confidence, supports self-determination, and combats the social isolation that results from vulnerability, disadvantage, and frailty.

Community transport is a critical social justice initiative.

Our vision is to uplift and lead the Community Transport sector in becoming an inclusive and accessible service for all Aboriginal and Torres Strait Islander Peoples across NSW.

Our Reflect RAP will provide the opportunity to look within our sector, to understand our starting point on our Reconciliation journey, and help to chart a path for continued work in this space. We seek to grow our understanding of what an inclusive community transport sector looks like, for both a peak body, and as a service provider in community.

We look forward to starting our journey and seeing the contribution our sector can make toward reconciliation.

## **The Artwork/Our Artist**

To be updated once artwork complete

## **Our Business:**

The Community Transport Organisation (CTO) is the peak body for community transport providers across NSW. We advocate for people who are challenged by access to transport, and we support the sector to provide transport to people who find public transport inaccessible. Our core business is to advocate for greater community connection through equitable access to transport solutions. We provide support for capacity building for our members and for the communities that they work within.

Our members provide a broad range of accessible and affordable travel options that correlate directly to community and need. Community transport responds with care, to support and deliver a service that is individualised, informed and holistic to the community, regardless of where they live, culture, or ability to pay.

The CTO is a small Not-For-Profit organisation based in Sydney, NSW. In our role as a sector peak body, we support 70 Member organisations whose services span across all Local Government Areas of NSW. Our members are a diverse group of organisations, ranging from specialised community transport organisations, multi-service organisations, Not-For-Profit's, and local councils.

## **Our RAP**

The development of a RAP supports our mission to lead an inclusive community transport sector for Aboriginal & Torres Strait Islander Peoples who engage with the CTO, and our members, , whether as an employee, stakeholder, partner, funder, or service user. The CTO are in a position to influence and lead this uplift within the community transport sector and it is our goal to shine a light on best practise.

The CTO will implement our RAP in partnership with our RAP Working Group which, importantly includes Aboriginal voices to guide us on this journey. Implementation will focus on internal outcomes but will also project outward to embrace our sphere of influence within the sector, beyond our own organisation. We see our role as uplifting reconciliation goals more broadly across our member organisations and in areas where we lead, to encourage accessible and equitable transport solutions.

The CTO is actively working to build relationships with service provision organisations who work with Aboriginal and Torres Strait Islander Communities. We are also connecting and building relationships with Aboriginal peak body organisations working within the healthcare and advocacy sector.

Understanding that beyond consultation and engagement, ultimately having Aboriginal and Torres Strait Islander voices at the decision-making table is how real, impactful change occurs. As such, the CTO is actively seeking to fill an identified Board Member position to enrich decision making from the Board level.

<b>Relationships</b>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> <li>Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.</li> <li>Develop a list of Aboriginal Community Controlled Organisation types to assist Community Transport providers in identifying local services operating in the area</li> </ul>	April 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Research and seek guidance on best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.</li> </ul>	April 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Meet with Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.</li> <li>Develop advice and guidelines to CT providers on how to do the same</li> </ul>	April 2023	CTO Policy & Project Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> <li>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and CTO Members</li> </ul>	May 2023	Executive Officer
	<ul style="list-style-type: none"> <li>RAP Working Group members to participate in an external NRW event.</li> </ul>	27 May- 3 June 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Encourage and support staff, senior leaders, and CTO Members to participate in at least one external event to recognise and celebrate NRW.</li> </ul>	27 May- 3 June, 2021	Executive Officer
3. Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> <li>Communicate our commitment to reconciliation to all staff and CTO Members.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Identify external stakeholders that our organisation can engage with on our reconciliation journey.</li> </ul>	May 2023	CTO Policy & Project Officer

	<ul style="list-style-type: none"> <li>Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.</li> </ul>	May 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Develop an engagement strategy to raise awareness of reconciliation across our workforce and CTO Members</li> </ul>	April 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Implement an engagement strategy to raise awareness of reconciliation across our workforce and CTO Members</li> </ul>	June 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Explore opportunities to positively influence our external stakeholders and CTO Members to drive reconciliation outcomes.</li> </ul>	April 2023	CTO Policy & Project Officer
4. Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> <li>Research best practice and policies in areas of race relations and anti-discrimination.</li> </ul>	August 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. Encourage CTO Members to do the same</li> </ul>	July 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Engage with Aboriginal and Torres Strait Islander staff and/or advisors to develop an anti-discrimination policy</li> </ul>	January 2024	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Educate senior leaders and CTO Members on the effects of racism</li> </ul>	September 2023	Executive Officer

<b>Respect</b>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
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"> <li>Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation across our network</li> </ul>	May 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Conduct a review of cultural learning needs within our organisation and across CTO Members by developing a sector wide survey with support from Aboriginal voices in our RAP Working Group</li> </ul>	May 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Provide opportunities for RAP Working Group members, CTO staff, and CTO member organisations to participate in formal and structured cultural learning.</li> </ul>	March 2024	CTO Policy & Project Officer
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> <li>Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area, and encourage CTO Members to do the same</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Increase staff and CTO Members' understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.</li> </ul>	October 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Work with Aboriginal and Torres Strait Islander staff/advisors to develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.</li> </ul>	October 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at the CTO annual conference</li> </ul>	October 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.</li> </ul>	March 2023	Executive Officer

	<ul style="list-style-type: none"> <li>• Work with CTO Members to develop a database of the traditional name of every suburb/location of Community Transport provider offices and use</li> </ul>	January 2024	CTO Policy & Project Officer
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> <li>• Raise awareness and share information amongst our staff and CTO Members about the meaning of NAIDOC Week.</li> </ul>	June 2023	Executive Officer
	<ul style="list-style-type: none"> <li>• Introduce our staff and CTO Members to NAIDOC Week by promoting where to find external events in our local area.</li> </ul>	June 2023	Executive Officer
	<ul style="list-style-type: none"> <li>• RAP Working Group to participate in an external NAIDOC Week event.</li> </ul>	July, 2023	Executive Officer

<b>Opportunities</b>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> <li>Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation by investigating opportunities such as: shared trainee opportunity amongst CT organisations, how to fill identified board member position</li> </ul>	April 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Build understanding of current Aboriginal and Torres Strait Islander staffing across CTO Members to inform future employment and professional development opportunities.</li> </ul>	May 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace. Encourage CTO Members to do the same.</li> </ul>	July 2023	Executive Officer
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> <li>Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.</li> </ul>	November 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Develop a policy for procurement from Aboriginal and Torres Strait Islander owned businesses and a policy template to share with CTO Members</li> </ul>	November 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Investigate Supply Nation membership for CTO Members</li> </ul>	May 2023	Executive Officer



<b>Governance</b>			
<b>Action</b>	<b>Deliverable</b>	<b>Timeline</b>	<b>Responsibility</b>
10. Establish and maintain an effective RAP Working Group to drive governance of the RAP.	<ul style="list-style-type: none"> <li>Form a RAP Working Group to govern RAP implementation.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Draft a Terms of Reference for the RAP Working Group.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Establish Aboriginal and Torres Strait Islander representation on the RAP Working Group.</li> </ul>	March 2023	Executive Officer
11. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> <li>Define resource needs for RAP implementation.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Engage senior leaders in the delivery of RAP commitments.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Appoint a senior leader to champion our RAP internally.</li> </ul>	March 2023	Executive Officer
	<ul style="list-style-type: none"> <li>Define appropriate systems and capability to track, measure and report on RAP commitments.</li> </ul>	March 2023	Executive Officer
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> <li>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.</li> </ul>	June 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.</li> </ul>	August 2023	CTO Policy & Project Officer
	<ul style="list-style-type: none"> <li>Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.</li> </ul>	September, 2023	Executive Officer
13. Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> <li>Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.</li> </ul>	December 2023	CTO Policy & Project Officer

**Contact details:** *[Include contact details (job title, phone, and email) for public enquiries about your RAP]*

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