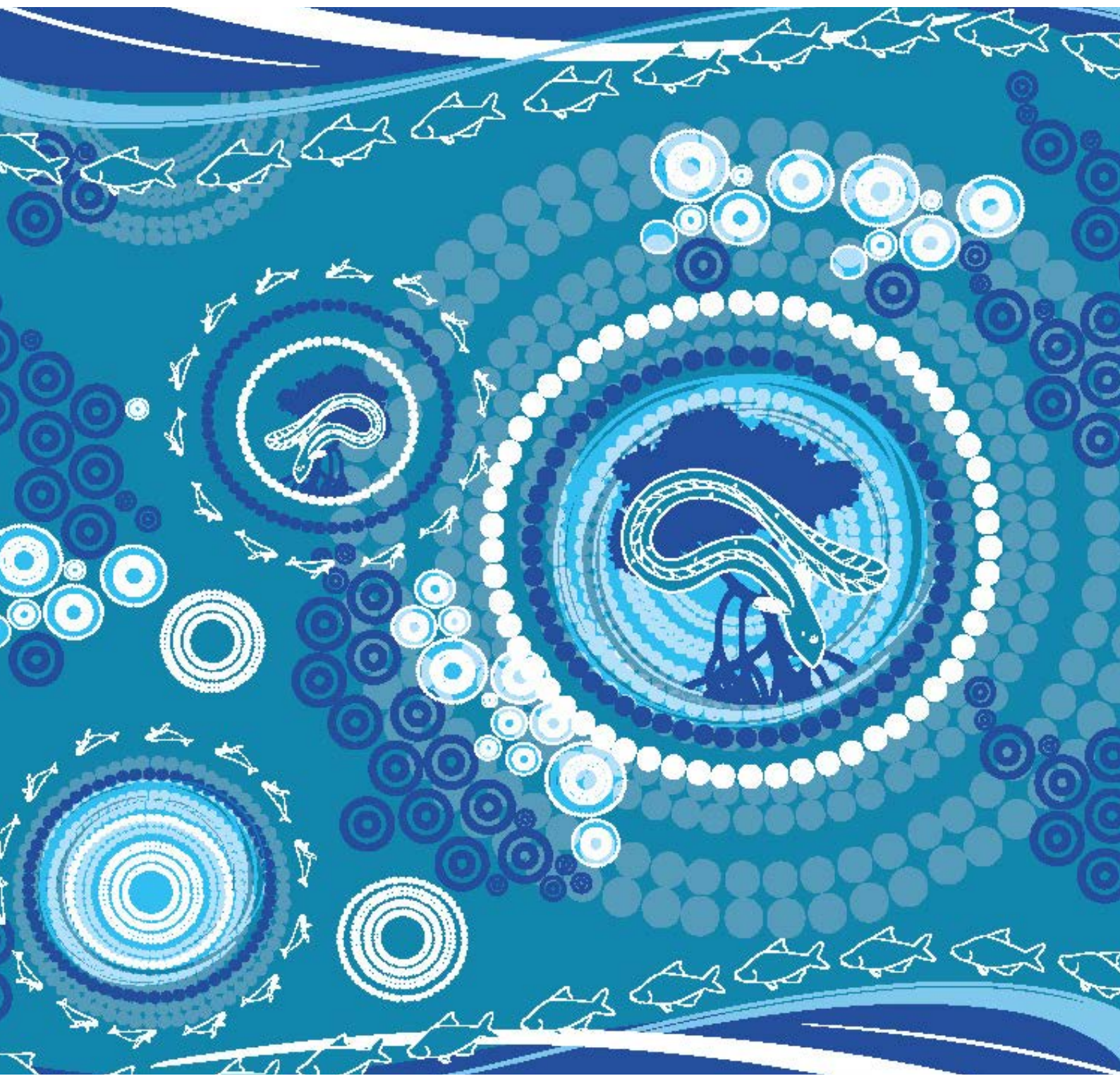


# Reconciliation Action Plan

February 2017 to February 2019





## Acknowledgement of Country

Bridge Housing is honoured to work on the lands of the Gadigal and Darug peoples. We acknowledge the Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land, whose cultures are the oldest living continuous cultures in human history. We pay our respects to Elders past and present and to all Aboriginal and Torres Strait Islander people.



Members of the Aboriginal and Torres Strait Islander Tenant Advisory Group and staff at RAP Workshop

## Acknowledgements

We would like to thank everyone who has contributed to the development of this document, in particular the Bridge Housing Aboriginal and Torres Strait Islander Tenant Advisory Group and representatives from local community organisations including the Metropolitan Land Council; the Redfern Community Centre and the Greater Sydney Aboriginal Tenancy Service; as well as tenants and staff.

We would also like to thank Jordan Ardler whose artwork forms the basis of the design of this document.



### Jordan Ardler

#### About the artwork

Buildings that Bridge Housing tenants reside in expand over several landscapes. To acknowledge Aboriginal peoples and the Aboriginal communities Bridge Housing works with, this artwork is a reflection of some of the surrounding landscapes and environments. Key themes include, salt water, fresh water, eels, mangroves, whales, fish and ripples in the ocean.

#### About me

My name is Jordan Ardler, I am a Bidjigal woman from the Aboriginal community in La Perouse. I am an Aboriginal artist and freelance Graphic designer. In 2010 I completed a Cert. 3 in Design fundamentals. In 2013, the year after completing my HSC I then proceeded to study a Bachelor of Design (Hons) majoring in both Graphic & Spatial Design at UNSW Australia Art and Design.

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# Forward Chief Executive Officer, Bridge Housing



Bridge Housing is proud to operate from Redfern, and acknowledge we are located on the lands of the Gadigal people of the Eora nation. Redfern is a place of a political and cultural significance to Aboriginal and Torres Strait Islander people in New South Wales. Through time Redfern continues to be place of Aboriginal settlement, initially through work provided in the markets, meatworks and the railways. It was the centre for the 1967 Referendum campaign. It was one of the important centres of Aboriginal activism and gave birth to Aboriginal run health, legal and children's and aged services in the 70's, a legacy which continues today. It was site of Paul Keating's famous Redfern speech in 1992, the first time any Prime Minister acknowledged the dispossession of land, culture and families through white settlement and the start of the reconciliation process. It recognised that to reconcile means having to acknowledge past history.

Bridge Housing is conscious of Redfern's legacy and symbolic importance to Aboriginal people, as we have provided affordable housing in and around Redfern since 1985. Since those early days we have extended our operations to the Darug lands of Western Sydney. We have forged strong partnerships with local Aboriginal organisations and enhanced our existing partnerships with Aboriginal organisations working with us to improve access, sustain tenancies and deliver quality housing and property management services to Aboriginal tenants and applicants.

We currently provide secure and affordable housing to 143 Aboriginal and Torres Strait Islander households (8%), within the 1800 properties we own and manage.

We can and will do more. Our Reconciliation Action Plan has been developed to promote inclusion and opportunities for Aboriginal people and their communities through the work we do as a community housing provider. We are immensely proud to be one of the first community housing providers to have an Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG) and extremely grateful to have such an engaged group of thoughtful, active people who have worked hard both in their own communities and to assist us to improve our service delivery to Aboriginal people and communities and have also been generous in sharing their stories.

I feel very privileged to work alongside the members of the ATTAG to adapt Bridge Housing to an Aboriginal perspective and build on the strengths and resilience of the Aboriginal communities we work with.

**John Nicolades**  
Chief Executive Officer

# Forward Chief Executive Officer, Reconciliation Australia



Reconciliation Australia congratulates Bridge Housing on developing its inaugural Reconciliation Action Plan (RAP).

By adopting an Innovate RAP, Bridge Housing is demonstrating its readiness to develop and test innovative approaches to reconciliation and champion reconciliation at every level of the organisation. Bridge Housing's commitments in this RAP stand it in good stead to continue this progress across the key domains of reconciliation—relationships, respect and opportunities.

Bridge Housing understands the importance of building and maintaining meaningful, respectful relationships with Aboriginal and Torres Strait Islander peoples and organisations in order to achieve mutually beneficial outcomes. It drives these relationships through its actionable goal to donate the proceeds from one of its biannual events to an Aboriginal and/or Torres Strait Islander organisation selected by the RAP Working Group and the Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG).

Respect and understanding for Aboriginal and Torres Strait Islander peoples, histories and cultures is key to Bridge Housing's core values. It champions these values by committing to train and develop all employees in cultural competency, through participation in face to face training, online training and information, and attendance at Aboriginal events and conferences.

Bridge Housing is committed to driving reconciliation through developing employment and training opportunities for Aboriginal and Torres Strait Islander peoples. It demonstrates this through its dedication to developing a relationship with the National Centre for Indigenous Excellence (NCIE) with the aim to provide employment and training opportunities for Aboriginal and Torres Strait Islander tenants.

On behalf of Reconciliation Australia, I commend Bridge Housing on this Innovate RAP, and look forward to following its continued reconciliation journey.

**Justin Mohamed**  
Chief Executive Officer  
Reconciliation Australia



# Bridge Housing Innovate Reconciliation Action Plan February 2017 to February 2019

## Our vision for reconciliation

Our vision for reconciliation is to work together with Aboriginal and Torres Strait Islander communities to create homes, places and spaces that are welcoming, safe and appropriate for Aboriginal and Torres Strait Islander people and their families. We celebrate and promote the strengths and resilience of Aboriginal and Torres Strait Islander peoples and acknowledge the history of dispossession and the impact this has today.

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## Our Business

Bridge Housing is a Tier 1 registered community housing provider. We operate across 19 Local Government Areas across metropolitan Sydney and employ 50 staff including one designated Aboriginal Housing Manager. We manage over 1700 social and affordable housing properties providing homes for over 2800 people. We undertake housing management, asset management and the development of social and affordable housing as well as a range of community building initiatives.

Bridge Housing's mission is to improve lives and strengthen communities through the provision of housing and services for low to moderate income households. Our vision is to be a leading not for profit provider of quality affordable housing.

We currently house 235 Aboriginal and Torres Strait Islander people in 141 households located mostly in the Inner West, Inner City and Eastern Suburbs. We work with local Aboriginal organisations such as the Metropolitan Land Council and have formal relationships with a number of services including Wyanga Aboriginal Aged Care Program, The Settlement, and Aboriginal Women and Children's Crisis Service. These relationships form a part of our support partner network in reciprocal agreements providing referral and housing pathways for vulnerable clients.

We keep ourselves informed about services and opportunities available for Aboriginal and Torres Strait Islander people and refer where appropriate to organisations such as the Greater Sydney Aboriginal Tenants Service, Warringa Baiya Aboriginal Women's Legal service, the National Centre for Indigenous Excellence, Eora College (TAFE), and other organisations.

We also support tenants through a number of programs and activities outlined in Building Bridges- Bridge Housing's Community Building and Engagement Strategy 2014 - 2017 available online at [www.bridgehousing.org.au/pages/building-bridges](http://www.bridgehousing.org.au/pages/building-bridges).

## Our Values

Bridge Housing strives to be:

**Socially responsible** - We are a socially responsible organisation, committed to social inclusion and to improving the lives of the people and communities we support.

**People-focused** - We are a people-focused organisation. We keep our applicants' and residents' needs at the core of all activities and decisions; empathise with their concerns, and deliver our services with fairness, respect and sensitivity. We value and support our employees to enable them to perform at their best and achieve their full potential.

**Committed and passionate** - We are committed and passionate, and put our hearts and minds into our work. We value and encourage innovation and continually seek to improve our performance.

**Relationship builders** - We build relationships based on trust and respect to create positive outcomes for the people and communities we serve.

**Professional, and act with integrity** - We act with professionalism and integrity. We take responsibility for our decisions and actions, and provide a consistent high-quality service. Our decisions are based on sound judgement and our culture engenders good governance, transparency and honesty.

# Our Reconciliation Action Plan

Bridge Housing believes that we are more than just a landlord - we are a community housing provider with a mandate to provide quality affordable and social housing to people in need. Approximately 8% of our tenants are Aboriginal and Torres Strait Islander peoples. We strongly believe that quality service delivery is based on the formation of strong relationships with our Aboriginal and Torres Strait Islander tenants and that staff must have a strong understanding of Aboriginal and Torres Strait Islander cultures and histories.

We believe that a Reconciliation Action Plan will build on the work that we have done within the organisation to enhance cultural competency and will provide a shared direction for our future work with Aboriginal and Torres Strait Islander tenants and communities.

In 2014, we developed Building Bridges - Bridge Housing's Community Building and Engagement Strategy. The three year strategy was developed after a deep engagement process with our tenants and community stakeholders. Engagement with Aboriginal and Torres Strait Islander tenants and the development of a formal Reconciliation Action Plan were identified as key priorities. Through this process, a number of Aboriginal tenants established an Aboriginal and Torres Strait Islander Tenant Advisory Group (ATTAG) to inform improved service delivery and raise the profile of Aboriginal and Torres Strait Islander peoples and communities.

The Reconciliation Action Plan was developed with leadership from our Aboriginal and Torres Strait Islander tenants, and through engagement with Bridge Housing staff, the broader tenant body, community partners and local Elders. Our Reconciliation Action Plan will build on the work that we have already done and aims to extend our work to implement practical suggestions that build reconciliation and positive outcomes for Aboriginal and Torres Strait Islander tenants and communities we work with. The RAP replaces the Bridge Housing Community Housing for Aboriginal People Action Plan 2013 - 2014.

We acknowledge that the Aboriginal and Torres Strait Islander community is diverse and our tenants come from communities across NSW. In this context we also recognise the history of Australian South Sea Islanders and their connections with Aboriginal and Torres Strait Islander communities today.

## Our RAP Working Group

Our RAP Working Group is led by the Chief Executive Officer and includes all members of the Senior Management Team (General Manager, Operations; General Manager Finance and Corporate Services; Director, Housing; Director, Assets; Director, Development; Sustainable Communities Manager; Financial Controller); as well as Aboriginal and Torres Strait Islander tenants from the ATTAG; and Aboriginal representatives from local organisations.







ATTAG members at a meeting at Bridge Housing in February 2017

### **The Aboriginal and Torres Strait Islander Tenants Advisory Group**

The Aboriginal and Torres Strait Islander Tenants Advisory Group is a group that meets every two months to talk about issues for Aboriginal and Torres Strait Islander tenants and how we might put good ideas into action. The group has been meeting for over 2 years and has been instrumental in developing this RAP, improving our customer service for Aboriginal and Torres Strait Islander tenants, and presenting and developing NAIDOC week events including a Stolen Generation Information Day for staff, and Songlines – a tenant art exhibition for NAIDOC 2016.

We would like to thank everyone who has participated in the ATTAG including: Cheryle Collins, Christine Blakeney, David Penrith, Eunice Roberts, Fiona Hardy, Graham Merritt, Jennifer Thomsen, Kim Ryan, Love Tru, Margaret Martin, Margret Campbell, Rosemary Thorpe, Sandra Miller, Shilo Barker, Shirley Lomas, and Toni Smith.

# Bridge Housing Innovate Reconciliation Action Plan - February 2017 to February 2019



Uncle Terry Olsen from Tribal Warrior with tenants



Objective	Action	Timeline	Who
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## RELATIONSHIPS

**Bridge Housing believes that strong relationships with Aboriginal and Torres Strait Islander peoples and organisations are essential to working collaboratively and creating meaningful and positive outcomes for tenants, applicants, and communities. Our approach puts people and partnerships at the centre of the work we do to ensure strengths based and informed policies, practices, and programs.**

**Strategic Plan Focus area:** Delivering quality homes and housing services and governing effectively.

<b>Bridge Housing will actively develop and monitor the RAP through the establishment of a RAP Working Group (RWG):</b>	Ensure RWG oversees the development, endorsement and launch of the RAP.	February 2017	Chief Executive Officer
	RWG to develop and endorse Terms of Reference for the RWG.	February 2017	Chief Executive Officer
	Ensure the RWG meets twice a year.	April and October 2017, 2018	Sustainable Communities Manager
	Ensure the Chief Executive Officer champions the RAP across the organisation.	April and October 2017, 2018	Chief Executive Officer
<b>Bridge Housing will continue to work with the ATTAG and support their growth and development. We will:</b>	Work with the ATTAG to identify how they would like to build on existing skills and capabilities in alignment with the aims and objectives of ATTAG.	April 2017, 2018	Sustainable Communities Manager
	Provide appropriate training and conference opportunities for ATTAG members and other active Aboriginal and Torres Strait Islander tenants in alignment with our tenant conference subsidy policy.	October 2017, 2018	Sustainable Communities Manager
<b>Bridge Housing will celebrate National Reconciliation Week. We will:</b>	Continue the annual staff quiz about Aboriginal and Torres Strait Islander cultures, heritage, current affairs, and housing issues in consultation with the ATTAG.	June 2017, 2018	Sustainable Communities Manager
	Register our NRW events via Reconciliation Australia's NRW website, including the annual staff quiz.	June 2017, 2018	Sustainable Communities Manager



Objective	Action	Timeline	Who
	Encourage staff and senior leaders to participate in external events to recognise and celebrate NRW. At least one external event attended annually.	June 2017, 2018	Chief Executive Officer
	Ensure our Working Group participates in an external event to recognise and celebrate NRW.	June 2017, 2018	Chief Executive Officer
	Promote reconciliation through a bi-annual tenant workshop during National Reconciliation Week that brings together Aboriginal and Torres Strait Islander tenants and groups, and non-Indigenous tenants and groups from the broader community.	June 2017	Sustainable Communities Manager
<b>Bridge Housing will establish and build on mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes. We will:</b>	Continue to build on guiding principles for engagement developed through working with the ATTAG and local Aboriginal organisations including Wyanga Aboriginal Aged Care Program, Metropolitan Land Council, and the Greater Sydney Aboriginal Tenancy Service.	February 2018	Sustainable Communities Manager
	Formalise these principles in an Aboriginal engagement strategy.	February 2018	Sustainable Communities Manager
	Work with the Aboriginal Housing Office and Aboriginal community housing providers to build strong partnerships and a deep understanding of the housing needs of Aboriginal and Torres Strait Islander people in both local and regional contexts.	October 2017, 2018	Chief Executive Officer
	Ensure the Hand Up arrears program identifies and works with organisations that support program participants to achieve their goals, including at least one suitable Aboriginal and/or Torres Strait Islander sponsor organisation or program.	April 2017, 2018	Housing Support Specialist
	Continue to develop formal agreements with Aboriginal and Torres Strait Islander organisations and build on our current relationships with the Settlement, Wyanga Aboriginal Aged Care Program and Aboriginal Women and Children's Crisis Service.	October 2017, 2018	Director, Housing



Objective	Action	Timeline	Who
	Donate proceeds of one fundraising event bi- annually to an Aboriginal and/or Torres Strait Islander event or organisation as recommended by ATTAG and the RAP Working Group.	October 2017	Chief Executive Officer
	Conduct at least one in service presentation to Aboriginal and Torres Strait Islander organisations annually, including Aboriginal aged and disability services, regarding the Housing Pathways system so that local services are aware of the requirements of the social housing access system in NSW.	June 2017, 2018	Team Leader, Pathways
<b>Bridge Housing will raise internal and external awareness of our RAP to promote reconciliation across our business and sector. We will:</b>	Implement and review a strategy to communicate our RAP to all internal and stakeholders through: <ul style="list-style-type: none"> <li>▲ A media launch</li> <li>▲ Website page</li> <li>▲ Newsletter</li> <li>▲ Social media</li> </ul>	April 2017, 2018	Chief Executive Officer
	Ensure our senior leaders are engaged in the delivery of RAP outcomes through their attendance at RAP Working Group meetings; implementing the RAP through the annual Business Plan; and promoting it through industry networks.	April and October 2017, 2018	Chief Executive Officer
	Include an action for staff to make themselves aware of our responsibilities under the Reconciliation Action Plan in the staff induction manual.	June 2017	General Manager, Finance and Corporate Services



Objective	Action	Timeline	Who
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## RESPECT

**Bridge Housing acknowledges and respects the strengths of Aboriginal and Torres Strait Islander peoples, their cultures and heritage. By building on, celebrating and promoting these strengths we inform and adapt our practices to build culturally safe and appropriate services for Aboriginal and Torres Strait Islander peoples.**

**Strategic Plan Focus area:** Delivering quality homes and housing services; supporting our people and improving our workplace.

<b>Bridge Housing will engage our staff in cultural learning opportunities. We will:</b>	Develop and implement a cultural competency training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways in which cultural learning can be provided	June 2018	GM, Finance and Corporate Services
	Continue to train and develop staff in cultural competency through a variety of activities including participation in face to face training, online training and information, and attendance at Aboriginal events and conferences.	June 2017, 2018	GM, Finance and Corporate Services
	Partner with local Aboriginal organisations to develop and deliver cultural awareness training to 100% of staff including all new staff within 12 weeks of their commencement.	April 2017, 2018	GM, Finance and Corporate Services
	Hold a bi-annual self assessment workshop with stakeholders to assess our cultural competency through the Aboriginal Cultural Competency Standards(developed for the Community Housing Provider sector by Department of Family and Community Services).	April 2017	Chief Executive Officer
	Ensure Staff Professional Development Plans include key performance indicator in relation to cultural competency training.	June 2017	HR Consultant
	Promote Reconciliation Australia's Share Our Pride online tool to all Bridge Housing staff.	June 2017	HR Consultant





Objective	Action	Timeline	Who
	Engage at least one Guest Speaker per annum at Staff Meetings to present on matters and programs relating to Aboriginal and Torres Strait Islander peoples.	June 2017, 2018	Chief Executive Officer
<b>Bridge Housing will increase knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements. We will:</b>	Promote attendance by staff and tenants at housing conferences and seminars regarding issues relevant to Aboriginal and Torres Strait Islander communities.	June 2017	Chief Executive Officer
	Continue to focus on issues and stories relating to Aboriginal and Torres Strait Islander peoples in the June edition of Our Place, the tenant newsletter.	June 2017, 2018, 2019	Sustainable Communities Manager
<b>Bridge Housing will demonstrate respect to Aboriginal and Torres Strait Islander peoples and communities by embedding cultural protocols as part of the way our organisation functions. We will:</b>	Finalise the Welcome to Country and Acknowledgement of Country Policy with the ATTAG and implement across the organisation.	February 2017	Chief Executive Officer
	Continue to have local Elders provide a Welcome to Country at all Bridge Housing public events such as tenant workshops, forums, and program launches.	April 2017, 2018	Chief Executive Officer
	Continue to have staff and Senior Management provide an Acknowledgement of Country at all public events and important internal meetings.	October 2017, 2018	Chief Executive Officer
	Maintain and review a list of key contacts for organising a Welcome to Country.	February 2017	Chief Executive Officer
	Create and display an Acknowledgement of Country in our office.	June 2017	Chief Executive Officer
	Ensure that our Bridge Housing Style Guide has appropriate direction for staff regarding language used in relation to Aboriginal and Torres Strait Islander communities.	June 2018	Chief Executive Officer



Objective	Action	Timeline	Who
<b>Bridge Housing will visibly demonstrate respect for Aboriginal and Torres Strait Islander peoples and cultures in our workplace. We will:</b>	Ensure that Bridge Housing communications overall are culturally appropriate for Aboriginal and Torres Strait Islander tenants and communities.	June 2017	Communications Consultant
	Continue to build and maintain our Aboriginal art collection by supporting the Eora College(TAFE) end of year exhibition on an annual basis.	November 2017, 2018	Chief Executive Officer
	Ensure the foyer is welcoming and reflects our location in Redfern including the display of the apology.	June 2017	GM, Finance and Corporate Services
<b>Bridge Housing will celebrate NAIDOC Week and provide opportunities for Aboriginal and Torres Strait Islander staff and tenants to engage with culture and community during NAIDOC Week. We will:</b>	Continue mandatory attendance for all staff at the NAIDOC Week Flag Raising Ceremony at Redfern Community Centre.	July 2017, 2018	Chief Executive Officer
	Continue to sponsor the NAIDOC Week Flag Raising Ceremony at Redfern Community Centre and review our sponsorship in 2018.	July 2017, 2018	Chief Executive Officer
	Continue to attend local NAIDOC week events such as NCIE Family and Sports Day and the Wallamulla Family Day	July 2017, 2018	Sustainable Communities Manager
	Hold an annual NAIDOC week event in collaboration with ATTAG and local Aboriginal and Torres Strait Islander organisations.	July 2017, 2018	Sustainable Communities Manager
	Review HR policies and procedures to allow appropriate flex time during NAIDOC Week for all staff to attend NAIDOC week events.	June 2017	GM, Finance and Corporate Services



Objective	Action	Timeline	Who
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## OPPORTUNITIES

**Bridge Housing works with Aboriginal and Torres Strait Islander peoples, organisations, and communities to provide access to opportunities in business, work, training and development. Bridge Housing acknowledges that social inclusion for Aboriginal and Torres Strait Islander peoples enriches us all and creates opportunity for new ways of thinking, learning and innovation.**

**Strategic Plan Focus area:** Supporting our people and improving our workplace; Managing the business sustainably; Delivering quality homes and housing services.

<b>Bridge Housing will increase Aboriginal and Torres Strait Islander recruitment and retention. We will:</b>	Increase Aboriginal and Torres Strait Islander employment to 2 staff (4%).	June 2018	Chief Executive Officer
	Examine opportunities to extend employment opportunities through traineeships and specialist positions dependent on growth of the organisation.	June 2018	Chief Executive Officer
	Implement, review and update our Aboriginal and Torres Strait Islander employment, retention, and professional development strategies.	February 2018	GM, Finance and Corporate Services
	Consult with existing Aboriginal and Torres Strait Islander staff regarding employment strategies including professional development.	April 2017, 2018	GM, Finance and Corporate Services
	Support the success of Aboriginal and Torres Strait Islander employees through the suitable use of the induction manual, targeted training, and mentoring opportunities.	April 2017, 2018	GM, Finance and Corporate Services
	Advertise all job vacancies in the Koori Mail.	April 2017, 2018	GM, Finance and Corporate Services
	Monitor and report on Aboriginal and Torres Strait Islander, and tenant employment through contracts for Maintenance, and Cleaning and Grounds.	October 2017, 2018, 2019	Director, Assets
	Support the NSW Federation of Housing Association's Aboriginal and Torres Strait Islander housing workers network.	April 2017, 2018, 2019	Chief Executive Officer



Objective	Action	Timeline	Who
	Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities.	April 2018	GM, Finance and Corporate Services
	Review HR and recruitment policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	April 2018	GM, Finance and Corporate Services
<b>Bridge Housing will increase Aboriginal and Torres Strait Islander supplier diversity. We will:</b>	Develop and maintain at least one commercial relationship with an Aboriginal and/or Torres Strait Islander business.	October 2017, 2018	Chief Executive Officer
	Review procurement practices and policies to identify and mitigate barriers to Aboriginal and Torres Strait Islander businesses.	June 2018	GM, Finance and Corporate Services
	Use local Aboriginal and Torres Strait Islander contacts to identify suitable Aboriginal and Torres Strait Islander suppliers across operational areas.	June 2018	GM, Finance and Corporate Services
	Maintain a list of these suppliers and communicate it to all staff.	June 2018	GM, Finance and Corporate Services
	Investigate Supply Nation membership.	June 2018	GM, Finance and Corporate Services
<b>Bridge Housing will provide support and opportunities for Aboriginal and Torres Strait Islander tenants. We will:</b>	Continue to monitor allocations to ensure that where possible 10% of all social housing allocations are made to Aboriginal and Torres Strait Islander applicants.	June 2017, 2018	Director, Housing
	Work with ATTAG to review our support partner relationships, and identify new ones, to ensure our organisation is providing appropriate support for Aboriginal and Torres Strait Islander peoples who are homeless or at risk of homelessness.	August 2017, 2018	Sustainable Communities Manager



Objective	Action	Timeline	Who
	Ensure new initiatives through Building Bridges – Bridge Housing’s Community Building and Engagement Strategy include partnerships and opportunities to support Aboriginal and Torres Strait Islander communities and tenants.	October 2017, 2018	Sustainable Communities Manager
	Encourage Aboriginal and Torres Strait Islander tenants to join the Your Views Communications Review Panel, ensuring at least one Aboriginal or Torres Strait Islander member.	April 2017, 2018	Sustainable Communities Manager
	Continue to work with the ATTAG on suitable options for engaging with Aboriginal and Torres Strait Islander tenants.	February 2018	Sustainable Communities Manager
	Work with the ATTAG on options for addressing arrears, improving awareness of rent review protocols, and improving access to financial literacy programs for Aboriginal and Torres Strait Islander tenants.	June 2018	Sustainable Communities Manager
	Provide information specifically targeted to Aboriginal and Torres Strait Islander tenants and community members in our foyer.	April 2017	Director, Housing
	Ensure the Bridge Housing Volunteer Policy and Promotion initiative includes specific work and training opportunities for Aboriginal and Torres Strait Islander people to be involved.	June 2017	Sustainable Communities Manager
	Develop a relationship with the National Centre for Indigenous Excellence in regards to providing employment and training opportunities for Aboriginal and Torres Strait Islander tenants.	June 2017	Sustainable Communities Manager
	Improve information for Aboriginal and Torres Strait Islander communities on the Bridge Housing Website.	June 2018	Communications Consultant
	Develop appropriate reports to monitor the wellbeing of Aboriginal and Torres Strait Islander tenants and household members.	February 2019	GM, Operations



Objective

Action

Timeline

Who

## TRACKING PROGRESS AND REPORTING

**Bridge Housing wants to work with Aboriginal and Torres Strait Islander people and communities to support positive outcomes. We want to know what impact this work has on people and be able to report on what we have achieved and what we have learnt.**

**Strategic Plan Focus area:** Governing effectively; managing the business sustainably.

**Bridge Housing will report RAP achievements, challenges and learnings to Reconciliation Australia for inclusion in the RAP Impact Measurement Report. We will:**

Embed RAP activities in the annual business plan to ensure accountability.

February 2017, 2018

Chief Executive Officer

Investigate participating in the RAP Barometer

May 2018

Chief Executive Officer

Develop and implement systems and capability needs to track, measure and report on RAP activities.

February 2017

GM, Finance and Corporate Services

Submit the RAP Impact Measurement Questionnaire to Reconciliation Australia

September 2017, 2018

GM, Finance and Corporate Services

**Bridge Housing will report RAP achievements, challenges and learnings internally and externally. We will:**

Make progress reports at each RAP Working Group meeting

April and October 2017, 2018

Chief Executive Officer

Provide an annual progress report on the website and in the June edition of the Newsletter.

June 2017, 2018

Chief Executive Officer

**Bridge Housing will review, refresh and update the RAP. We will:**

Liaise with Reconciliation Australia to develop a new RAP.

October 2018

Chief Executive Officer

Send draft RAP to Reconciliation Australia for formal feedback and endorsement

April 2019

Chief Executive Officer







Bridge resident and staff member at Orbit Launch Pad (Bridge Housing's annual engagement event for primary kids)



Chico Monks (curator) and artists at *Songlines* exhibition NAIDOC 2016





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