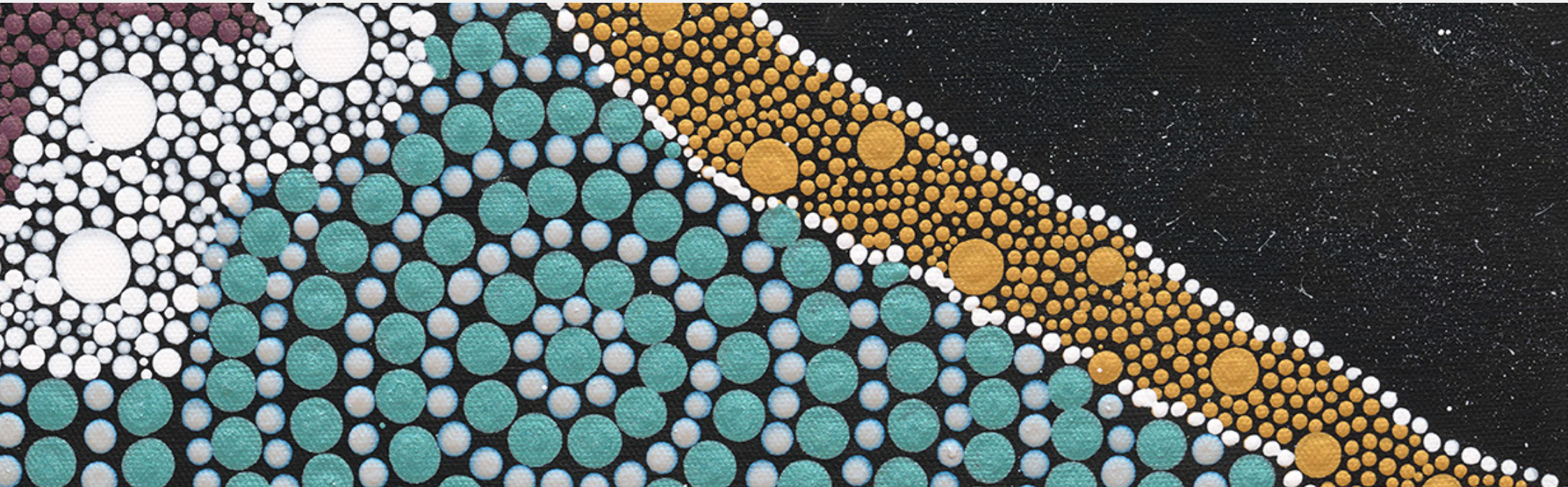


Castle



Reflect Reconciliation Action Plan

December 2023 - June 2025



Acknowledgement of Country

Castle recognises Aboriginal and Torres Strait Islander peoples as the First Peoples of this nation.

Our services operate on the lands of the Darkinjung people to the South, the Awabakal people to the East, the Worimi people to the North and the Wonnarua people to the West.

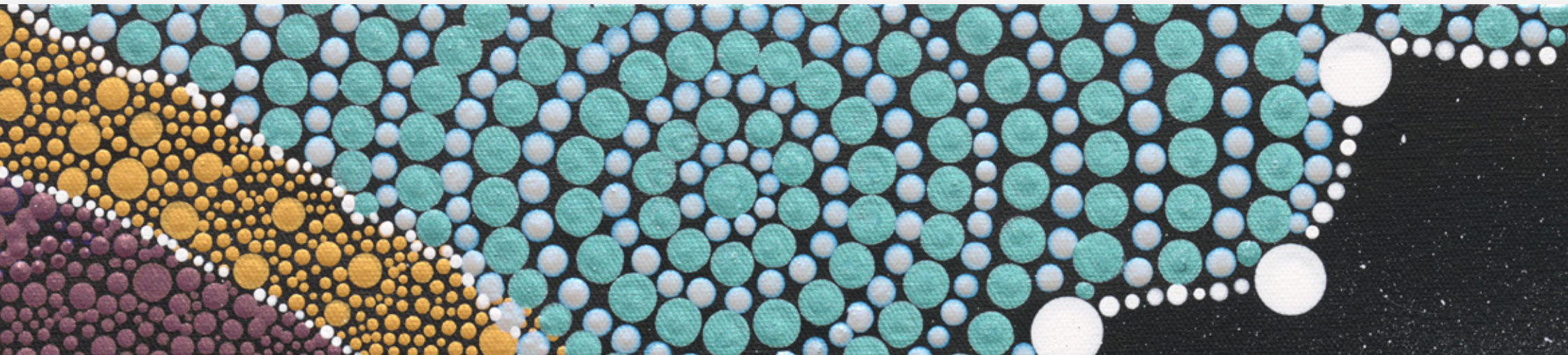
We respectfully acknowledge the Traditional Custodians of these lands on which we work and live.
We pay our respects to the Elders of these lands: past, present, and future.

We celebrate the diversity of Aboriginal and Torres Strait Islander Peoples and their ongoing cultures and connections to the lands and waters of Australia.



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A message from the Chair of the Board and the Chief Executive Officer

Since 1991, Castle has held inclusion at the centre of its values and its work.

In May 2021, the Board of Castle endorsed the Castle Strategic Plan 2021-22. This plan had a stated initiative of developing a Reconciliation Action Plan (RAP) that sits within its objective of Inclusion in the pillar of 'delivering outcomes to its community'.

Twelve months later, during National Reconciliation Week 2022, Castle formally endorsed the Uluru Statement from the Heart.

We are now extremely proud to share Castle's first Reconciliation Action Plan (RAP).

Castle is committed to supporting Australia's First Peoples to self-determination through our actions, and to address Aboriginal and Torres Strait Islander inequity.

At the heart of our approach is the principle of working in partnership with Aboriginal and Torres Strait Islander communities to improve employment and participation outcomes.

We have much to learn from the wisdom and experience of the oldest continuous culture in the world.

Learning comes from listening. Listening comes from listening. Listening comes from relationships.

We regard this plan as an important step in doing our part to support the journey of reconciliation and to build our organisation's identity and way of strengthening relationships with Aboriginal and Torres Strait Islander peoples.



Jenny Potter
Chair of the Board
Castle Personnel



Brad Webb
CEO
Castle Personnel

A message from the RAP Working Group

In November 2021, a small group of employees met for the first time to establish a Reconciliation Team. The primary goal of this group was to create a safe space at Castle for the creation of a Reconciliation Action Plan that recognises different walks of life and holds Castle's value of inclusion at its core.

Members of the Reconciliation Team have connections to the Awabakal, Gamilaroi / Kamilaroi, Mindaribba, Wiradjuri, Wonnaruah and Worimi peoples.

We recognise that our participants, employees, and community stakeholders come from a range of backgrounds, with different life experiences and connections to Aboriginal and Torres Strait Islander peoples.

Our hope is that the Reflect Reconciliation Action Plan creates an opportunity for everyone to be mindful that Culture is all around us, and to embrace the opportunity to listen and learn.

We invite you to engage and participate actively in the process of Reconciliation through respectful conversations and tolerance. Over time, we want you to become confident in your knowledge and understanding of the Traditional Owners of the lands on which we work, live and play.

Reconciliation is more than recognition of the oldest continuous culture in the world: it is an opportunity to enhance and enrich your own life through deeper connection to Country, to People, and to the wisdom of 65,000+ years.

Contact

Name: Brad Webb

Position: CEO

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Email: brad.webb@castle.org.au



Statement from CEO of Reconciliation Australia

Reconciliation Australia welcomes Castle Personnel Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Castle Personnel Services joins a network of more than 2,200 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 Castle Personnel Services 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 Castle Personnel Services, 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

About the Artist

Yiradhu Marang, Yuwin-dhu Minmi, Dyiramadilinya Wiradyuri Yinaa.
Good day, my name is Lily, I am a proud Wiradyuri Woman.

With strong cultural ties to Miyagan, Ngurambang, Wambuul (Family, home Country, Macquarie River), I was born and raised on Awaba Country and have kinship connection.

My strength and pride in cultural identity is embedded throughout my mediums including art, writing, cultural education and health, and I have undertaken formal training in caring for Country and community.

Yamanha Birrang, meaning 'come along this journey together' is an image that I had seen back in April 2023, when my previous support provider within Castle had reached out to me to say that the company was enacting a Reconciliation Action Plan.

During my journey with Castle, I was treated with respect, love, and care; and most of all, like a human being. Not only that, but I was seen and heard with my identity and the difficulties that lie within walking the two worlds, coupled with a disability.

Each person who I was placed with to support my disability and the needs base it creates, were superb human beings. Continuity of care and authenticity I was met with each and every time I had an appointment.

I am honoured to be the artist selected to provide the artwork for Castle's RAP with my authentic journey and experiences; knowing who the team are on a ground level, having spent a number of years yarning, learning, growing, changing; on my own personal journey, and in the journey of Castle Personnel Services coming to the creation of this RAP.

About the Artwork

Yamanha Birrang • Come Along This Journey Together

The two handprints represent the physical self and the spiritual self. The yellow flow through the centre represents our sacred yellow ochre, the sun, life, and our first tree of acacia wattle.

The centre of the piece represents individualism, and the people/community/family/protection/support of that individual.

The purple surrounding the physical hand print again represents individualism, but also reflects on our rare and unique purple ochre deposits in Country.

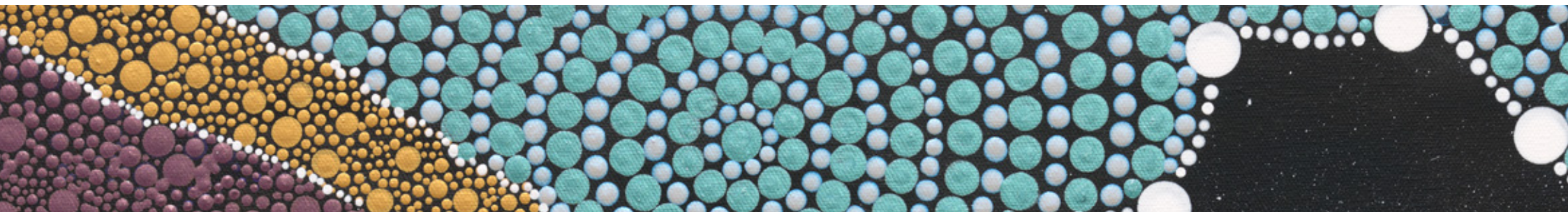
The blue bora on top, and below of the centre circle represent energy and water, and the natural soaks that live and breathe life into Country.

The white dotting that transverses through the centre opposite of the yellow represents the spirit and uniqueness of oneself in the physical life and once again into the spiritual life. It is the encompassing element of the canvas as it touches on the whole journey.

Yuwin-dhu Minmi, Yindyamalidya ngadhi
mudyigang-bu ngurambang-ga

My name is Lily, I respect my Elders & Traditional
Country.

Respectfully acknowledging Country in Wiradyuri



Yamanha Birrang • Come Along This Journey Together



About Castle

Castle's vision is for a world where every person can contribute to society.

Our purpose for being is, through inclusion, to open up a world of possibilities for everyone.

Castle is a not-for-profit organisation, formed by members of the community, to support people with disabilities, mental health conditions, chronic illnesses and injuries find work and live meaningful lives.

We opened our door as Castle Personnel Services in King Street Newcastle in 1991 with the goal to place 30 people with mild intellectual, sensory and physical disabilities into open employment.

For over 30 years, Castle has helped more people with disabilities, mental health conditions, chronic illnesses and injuries find work and live meaningful lives than any other organisation in the Newcastle, Hunter, and Central Coast regions of NSW.

Today we provide NDIS and Disability Employment Services from our facilities on Darkinjung land (Gosford, The Entrance, Lake Haven), Awabakal land (Belmont, Toronto, Newcastle, Mayfield), Worimi land (Nelson Bay) and Wonnarua land (Maitland, Cessnock).

Castle employs over 135 people and estimates that 10.9% of our employees are Aboriginal and / or Torres Strait Islander People.

Our Reconciliation Action Plan

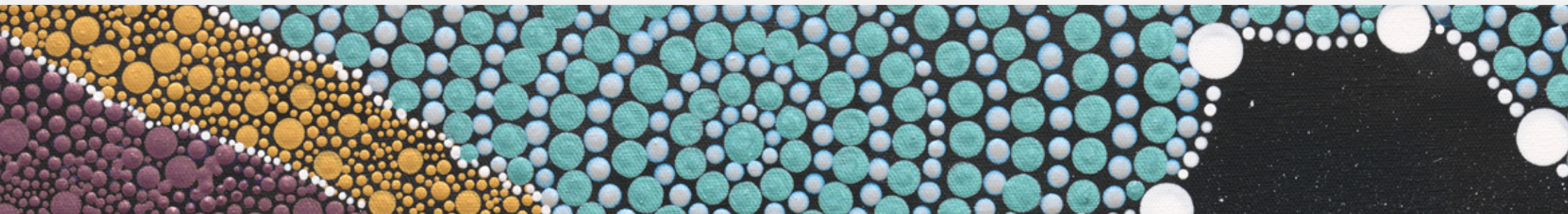
Castle believes that every person and every organisation in Australia has a responsibility to make meaningful contributions towards reconciliation with Aboriginal and Torres Strait Islander Peoples.

We have developed our Reflect Reconciliation Action Plan (RAP) to formalise the contribution Castle will take towards reconciliation and to hold ourselves publicly accountable to this commitment.

The CEO of Castle is the RAP Champion. In partnership with the RAP Working Group, the CEO will use this RAP as Castle's foundation for an ongoing reconciliation journey.

Through the managers and staff at our individual branch and service locations, the RAP focuses on connecting with the Aboriginal community leaders and organisations in these areas. With their guidance and advice, we are seeking to embed the RAP throughout our sites in a way that links them directly to their local communities.

Most importantly, we will hold ourselves accountable by tracking, measuring and publicly reporting on our RAP commitments. This accountability will drive action and be a source of celebration as we achieve our objectives.





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.	February 2024	CEO DES Operations Manager
	Coordinate approach to engagement with identified Aboriginal and Torres Strait Islander organisations within our local area or sphere of influence	April 2024	CEO DES Operations Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	April 2024	CEO Employment Case Officer
	Produce a supporting document for Castle stakeholders to engage with Aboriginal and Torres Strait Islander organisations using best practice and principles.	May 2024	CEO
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2024	CEO Marketing & Communications Officer
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2024	CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May – 3 June 2024	Board Executive Management Team
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	January 2024	Board CEO
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2024	CEO
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2024	CEO Employment Case Officer



Relationships (cont.)

Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2024	CEO Employment Case Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	Employee Relations Manager



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.	Conduct a review of cultural learning needs within our organisation including meaningful consultation with Aboriginal and Torres Strait Islander employees.	July 2024	CEO Employee Relations Manager
	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	September 2024	CEO Employee Relations Manager
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.	February 2024	CEO Employment Case Officer
	Increase employee's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2024	CEO
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 2024	CEO Marketing & Communications Officer
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	CEO Marketing & Communications Officer
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2024	CEO
8. Incorporate recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights into service delivery programs and initiatives.	Identify service delivery programs and initiatives targeted to support Aboriginal and Torres Strait Islander participants.	March 2025	CEO DES Operations Manager NDIS Operations Manager
	Develop a plan to implement appropriate service delivery programs and initiatives targeted to support Aboriginal and Torres Strait Islander participants	March 2025	CEO DES Operations Manager NDIS Operations Manager



Opportunities

Action	Deliverable	Timeline	Responsibility
9. 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.	January 2025	CEO Employee Relations Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2025	CEO Employee Relations Manager
10. 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.	June 2024	CEO
	Investigate Supply Nation membership.	June 2024	CEO



Governance

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	December 2023	CEO
	Draft a Terms of Reference for the RWG.	December 2023	CEO
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2023	CEO
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	January 2024	CEO
	Engage senior leaders in the delivery of RAP commitments.	January 2024	CEO
	Appoint a senior leader to champion our RAP internally.	December 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	January 2024	CEO
	Add Reconciliation Action Plan to agenda of Board, Executive Management Team and all Team Meetings to provide update on progress and discuss further actions	August 2024	CEO
13. 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 Employee Relations Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	CEO Employee Relations Manager
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Employee Relations Manager
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2025	CEO