



# CANTEEN'S INNOVATE RECONCILIATION ACTION PLAN

December 2022 - December 2024

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## About the artist Jasmine Sarin



'Ngalaya' (Dharawal for ally or friend in battle), is an artwork commissioned by Canteen created by artist Jasmine Sarin. The artwork represents Canteen and the organisation's commitment to reconciliation.

Jasmine Sarin is a proud Kamilaroi and Jerrinja woman and emerging Aboriginal artist and graphic designer. As the founder of @jskooridesigns, which fuses together Aboriginal art and urban life, Jasmine uses art to tell the story of her experiences and aims to bring contemporary methods and materials to one of the oldest cultures on earth.

Jasmine's artwork (pictured) is proudly displayed in Canteen's head office on Gadigal Land in Sydney and signifies Canteen's journey and commitment to reconciliation. The 'hero feature' (the main circle) represents Canteen as an organisation. Each concentric circle (of different size, shape and colour) represents not only the different locations of Canteen, but also the different people that come together to make up the organisation. It speaks to the multitude of experiences and backgrounds which creates the culture of Canteen. The surrounding circles use colour to represent the uniqueness of each person's cancer journey. The connecting, fluid lines represent connection and the sharing of stories, knowledge and experience of Canteen staff and young people.

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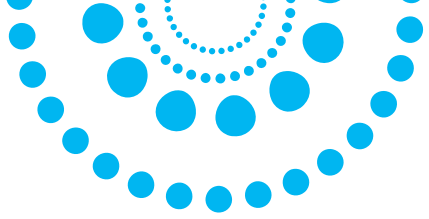
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By Pacinta Turner 'Wallaby tracks and my Country'.

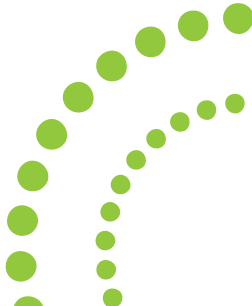
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# Acknowledgement of Country



Canteen acknowledges Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of this land. We pay respect to Elders past, present and future. We are committed to providing inclusive and appropriate support for Aboriginal and Torres Strait Islander young people, their kin and community.

We would like to acknowledge the lands, waterways and cultures of the lands in which our Canteen state based offices are located, the Gadigal peoples of the Eora nation in Sydney, the Wurundjeri and Boon Wurrung Peoples of the Kulin nation of Melbourne, the Kaurna peoples in Adelaide, the Ngunnawal peoples of Canberra, the Turrbul and Jagera Peoples of Brisbane, the Bindal and Wulgurukaba people of Townsville, the Whadjuk peoples of the Noongar Nation in Perth, the Awabakal and Worimi peoples of Newcastle, the Muwinina people of Hobart, the Lutruwita people of Launceston and the Larrakia people of Darwin.



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# A message from the CEO Peter Orchard



I would like to take this opportunity to acknowledge the Aboriginal and Torres Strait Islander peoples across Australia as the first people and Traditional Custodians of the lands, skies, and waterways of this country. I pay respect to Elders past, present and emerging.

I am incredibly proud of the progress we have made so far on our reconciliation journey, and I am pleased to present our second Reconciliation Action Plan, Canteen's Innovate Reconciliation Action Plan 2022 - 2024.

When I look back on our RAP journey, we have honoured the intentions set out in the Reflect RAP and have taken meaningful steps towards building respectful working relationships with First Nations stakeholders to advance our reconciliation agenda. We committed through our learning, to building our knowledge and understanding of the histories and cultures of First Nations peoples. As such, all staff have now completed Aboriginal and Torres Strait Islander Cultural Competency training and this training has been embedded into our induction process for all new starters. Front-line psychosocial staff who provide important support to our young people impacted by cancer, have been provided with further training encompassing trauma informed practice to ensure that they are equipped to provide culturally appropriate support. These activities build a strong basis from which we can move into our Innovate RAP and make progress on ensuring that we meet the needs of First Nations young people and families impacted by cancer.

Our Innovate RAP provides a framework to build on our appreciation of the resilient

cultures of our First Peoples and describes the actions we will take over the next two years to advance reconciliation at Canteen. It outlines our ongoing commitment to strengthen, expand and draw on established relationships with First Nations stakeholders ensuring that First Nations cultures and voices are heard and valued. Our Research, Evaluation and Policy Team will be at the heart of this work, as we work alongside First Nations researchers to establish a best practice framework to ensure culturally appropriate service delivery.

We share our Innovate RAP with the support of our young people, employees, and Board. We recognise that reconciliation is a work in progress, work that is the responsibility of us all. I look forward to implementing our Innovate RAP as we continue this journey, and I call on everyone to be a part of Australia's reconciliation movement.

A handwritten signature in white ink, appearing to read 'Peter Orchard'. The signature is fluid and cursive, written on a dark blue background.

Peter Orchard  
Canteen CEO

# A message from our Chair of the Board

## Joey Lynch



Firstly, I would like to acknowledge the Wurundjeri people of the Kulin Nation, who are the Traditional Custodians of the land from which I write. I would also like to acknowledge all Aboriginal and Torres Strait Islander peoples across Australia. I pay respect to Elders past, present and future and acknowledge their histories as the first people and Traditional Custodians of this great land.

It brings me great pride to be able to share with you the first draft of Canteen Australia's Innovate Reconciliation Plan.

I would like to acknowledge the significant

time, effort, and care that has been put into its delivery by Canteen's staff, who have displayed a level of passion in keeping with the importance this project holds for all at the organisation.

Here at Canteen, we pride ourselves on being a purpose-driven organisation. Absolutely everything we do can and must come back to one key aim: ensuring that no young person has to go through cancer alone. All that we do flows from this pledge. As a result, when we see the inequality-driven adverse and inequitable outcomes that exist for Aboriginal and Torres Strait Islander peoples affected by cancer, we as an organisation recognise that we need to do more in this space. We recognise the importance that reconciliation with Australia's First Peoples holds in this process, and the critical need to work alongside Aboriginal and Torres Strait Islander peoples and provide access to culturally responsive services.

Working in collaboration is of critical importance to Canteen, as the principles of empowerment and leadership are embedded in the soul of the organisation. Canteen simply cannot exist without the voices and guidance of the young

people that we seek to support. Thus, the empowerment of young Aboriginal and Torres Strait Islander people has been a critical part of delivering our reconciliation efforts to this juncture and will continue to be in the future as we continuously seek to improve and grow our capacity in this area. Not only will this allow us to continue in this area but will also empower the young people we work with to better support their own peers.

The efforts outlined in 'Our RAP Journey', are just some of a number undertaken at Canteen, are designed to allow us an organisation to better understand the unique needs of young Aboriginal and Torres Strait Islander peoples affected by cancer in a culturally sensitive and more effective manner. Through the delivery of the of the Innovate Reconciliation Action Plan we pledge, as part of a broader society, to ensure that the critically important task of reconciliation is pursued with the proper respect and the commitment it deserves.

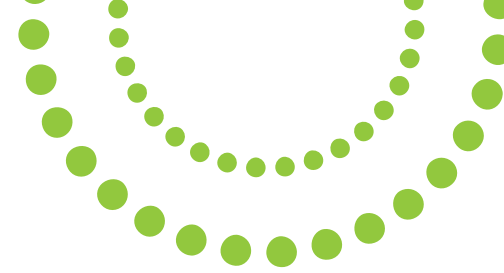
A handwritten signature in black ink, appearing to be 'Joey Lynch'.

**Joey Lynch**

Chair of the Board and cancer patient

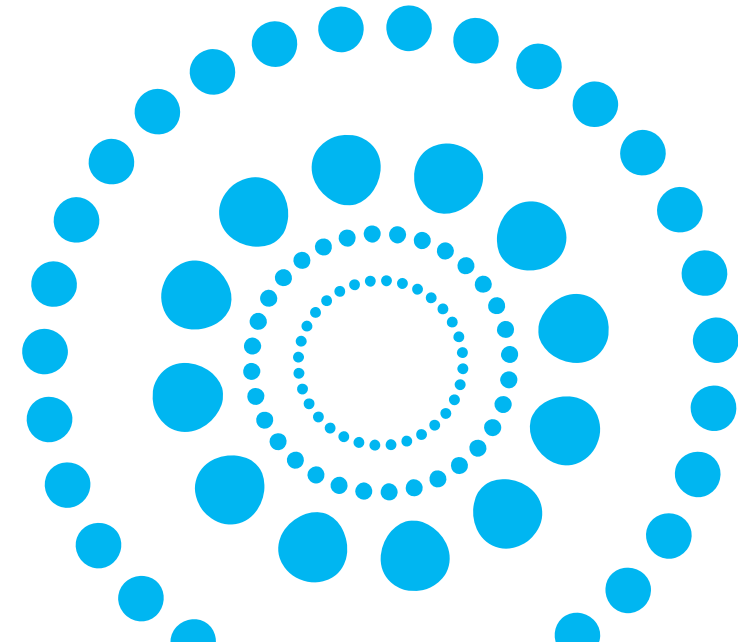
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# Our Vision for Reconciliation



Canteen acknowledges Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of this land. We pay respect to Elders past, present and future. We are committed to providing inclusive and appropriate support for Aboriginal and Torres Strait Islander young people, their kin and community.

Canteen's vision for reconciliation is that First Nation's young people and their families, parents and kinship carers experience equitable and safe access to cancer support and health services.



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## About Canteen Australia



Every year, 23,000 young people have their world turned upside down by cancer, whether it is their own or a close family member's diagnosis. They are up to six times more likely to face mental health issues like depression and anxiety than their peers. Canteen reduces that risk by providing evidence-based support and counselling, connecting them with other young people in the same situation, and if they have been diagnosed themselves, we also provide access to specialist, youth-specific treatment teams. Combined with our leading-edge research into the emotional and social impacts of cancer, it ensures that we truly understand how cancer is different in a young person's world.



Canteen's mission is to be in the corner of every young person when cancer crashes into their world. Canteen was formed in 1985 by a group of young cancer patients and is now a national organisation with 150 staff across Australia supporting young people (12-25) impacted by cancer.

Canteen recognises that young people are the experts in their own affairs and ensures their voice is sought through the Canteen Leadership Program and Youth Advisory Team to ensure that Canteen services are appropriate and relevant to its target audience. Canteen has also recently established a Young Adult Reconciliation Network (YARN) to ensure that the voices of Aboriginal and Torres Strait Islander young people are at the heart of our service delivery and can have their voices heard regarding our work within First Nations communities, and our Reconciliation Action Plans (RAPs).

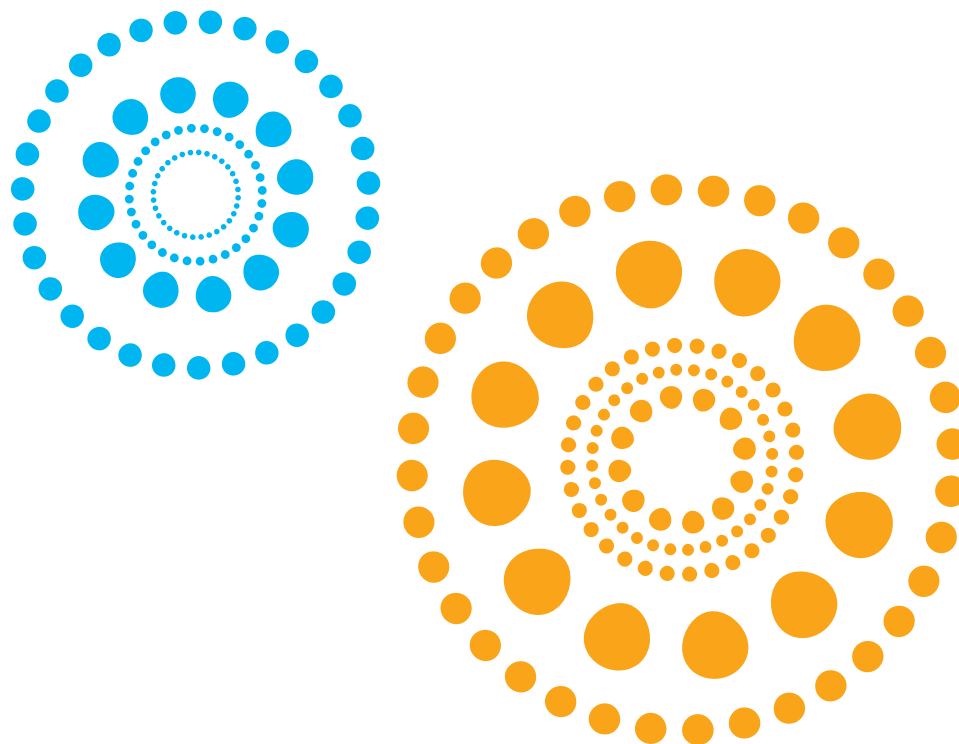
Over the past year (2021-22) Canteen has directly supported 6,468 young people and parents impacted by cancer via individual counselling, group programs and events. Through Canteen's Youth Cancer Service (YCS) we have provided hospital-based support or support to access clinical trials for 1,571 young people. Canteen has helped more than 46,000 people in the community with education program and free resources. Around 12,000 online counselling sessions were delivered over this same period and there were 57,596 interactions between young people and more than 3,085 interactions between parents on Canteen's online platforms, Canteen Connect and Parenting Through Cancer. Canteen has also supported 19 young people undergoing treatment for cancer stay connected with school and their peers via the Robots Service over the past year.

## Number of employees and locations

Canteen has 150 employees across eleven offices within Australia. Canteen's national office is based in Sydney, and we also have local offices based in all Australian capital cities, as well as offices in Townsville, Newcastle and Launceston.

## Aboriginal and Torres Strait Islander representation

Currently, five employees have identified themselves as being Aboriginal and/or Torres Strait Islander peoples. As part of our commitment to our RAP we conduct an annual cultural diversity survey and encourage staff who are Aboriginal and Torres Strait Islander peoples to self-identify. Canteen is focused on and committed to creating opportunities to increase Canteen's Aboriginal and Torres Strait Islander workforce in the future.



# Canteen service provision



## Psychosocial support

Free and confidential counselling support provided by an allied health professional either face to face in one of Canteen's offices or online. Canteen's counsellors are specially trained to understand grief, and loss from cancer.



## Canteen Connect

A 24/7 online community where young people can connect with peers who understand what grief is like, attend online events, and talk to a counsellor.



## National and local programs

Canteen programs have been at the forefront of the organisations' service provision since 1985 and continue to play a key role supporting young people living with cancer in Australia. Peer support programs were initially developed to help connect young cancer patients to a network of support and

have evolved over time to reach more young people experiencing the impact of cancer in the family context. Canteen programs continue to support young people aged 12-25 deal with cancer and build relationships with their peers, who understand their unique experience.

Canteen offers a variety of programs that are delivered in person or digitally which aim to address the needs of different groups of young people based on their cancer experience. Canteen's research into the impact of cancer and unmet needs means that we combine evidence-based practice with the power of peer support and social connection to achieve positive outcomes for young people. The key purpose and core outcomes of all Canteen programs are:

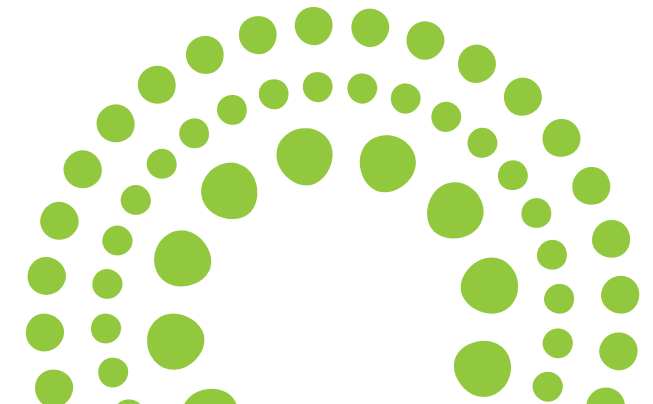
- New and/or stronger supportive relationships with other young people are developed
- Reduced sense of isolation
- Quality respite and recreation experienced
- Development of practical skills and/or effective coping strategies

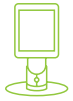


## Leadership program

Youth leadership at Canteen runs through the heart of the organisation from local level participation to board level. Canteen's youth leadership framework and programs ensure that we support, develop and empower young people to:

- share ideas/feedback to inform and improve Canteen services, products, research, and initiatives
- share experiences and support one another to help reduce isolation
- share stories to raise awareness
- to advocate for change; and
- share in decisions that ensure Canteen stays true to its purpose, remain relevant, and effective.





## Robots

Young people going through cancer treatment often miss days, weeks or even months of school which places them at a serious social and academic disadvantage. On top of the effects of social isolation which cancer can cause generally, young people are also at risk of disengagement from school. The Robots Service is designed to enable young people to connect to education and social opportunities, whilst undergoing cancer treatment. Canteen provides the Robot program to support the young person, their family, school staff and learning environment during the young person's cancer journey. All young people are assigned to a Canteen Psychosocial Clinician to ensure they are supported in their psychosocial needs during their time at Canteen.



## Education and Career Support Program

Canteen's Education and Career Support Service (ECS) helps young cancer patients aged 15-25 get back to study, work and life.

Canteen's ECS consultants can help with keeping up with or taking a break from work or study and with reassessing career and study aspirations. ECS also helps young

people to make informed decisions when it comes to finding a meaningful career, returning to work or study with all the support a young person needs as well as job readiness skills such as finding work, writing a resume, and job interview preparation.

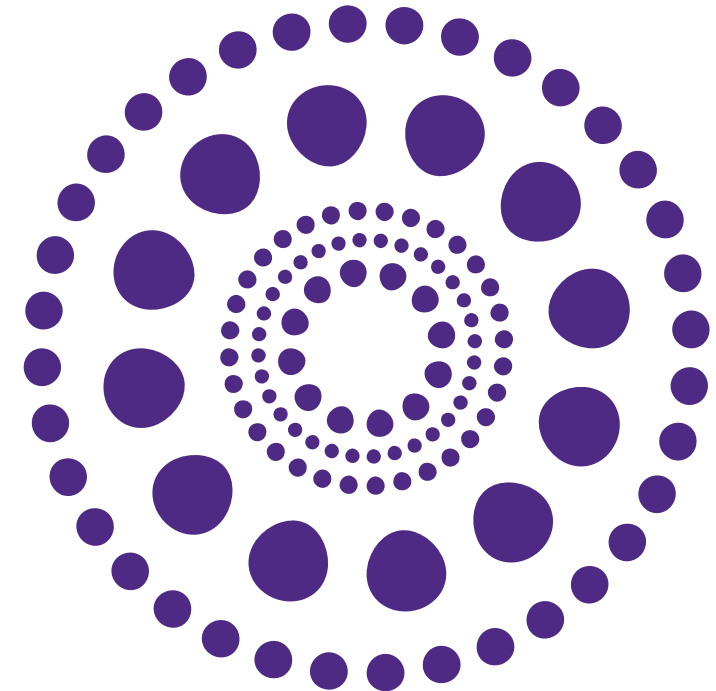


## Family support services

Canteen understands that parenting is a tough enough job without adding cancer to the mix. Research demonstrates that when parents cope better with cancer and communicate openly, their children are likely to experience less distress and anxiety. Canteen family support services include the Parenting through Cancer online community where parents can access free expert advice, counselling and have the chance to connect with others in similar situations, our Parenting Through Illness webinar series, and locally based in person counselling. Additionally, Canteen has recently launched the Cancer Hub which is an initiative driven by Canteen, Camp Quality and Redkite who are working in partnership as part of the newly formed Child & Youth Cancer Alliance.

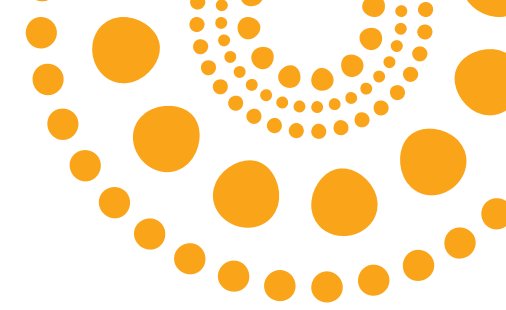
Cancer Hub offers families of children or young people 0-25 years impacted by cancer access to cancer navigators who support

them with case management, advocacy, connecting to specialist counsellors and with obtaining financial assistance to help manage the challenges that cancer may bring. Cancer Hub will support more than 90,000 Australians during the next two years through cancer navigation, counselling services and peer connection.



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## Our Innovate RAP



Canteen is developing a RAP because we are committed to providing First Nations young people, their families and kinship carers and our staff with a culturally safe and inclusive environment and workplace. This commitment is particularly important as Canteen considers ways to contribute to equality in health and life expectancy for Aboriginal and Torres Strait Islander peoples. Research highlights that Aboriginal and Torres Strait Islander peoples have a higher prevalence of health and wellbeing-related risk factors, may be less likely to have access to support and treatment services, and as a result, may also experience poorer cancer-related outcomes<sup>1</sup>. As such, Canteen recognises the importance of our role in reconciliation, and Canteen’s Innovate RAP identifies the important steps we will work through to build and enhance the respect we have for First Nations peoples, and the creation of opportunities for young people and families to seek support from Canteen.

Canteen acknowledges and recognises the devastating effects of colonisation on First Nations peoples. We acknowledge that to be a culturally competent and culturally responsive organisation for First Nations young people impacted by cancer, we must acknowledge and tell the truth about Australia’s history, and its ongoing impact on First Nations peoples. Canteen also recognises the resilience of First Nations peoples and the importance of empowering the next generation of young Aboriginal and Torres Strait Islander peoples to strive for and achieve self-determined lives.

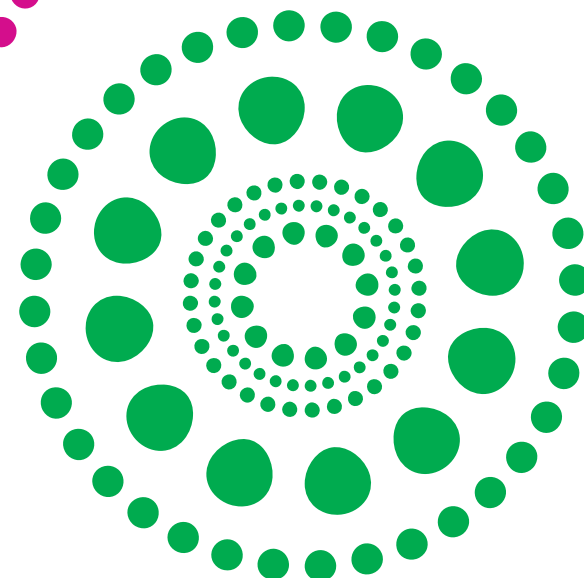
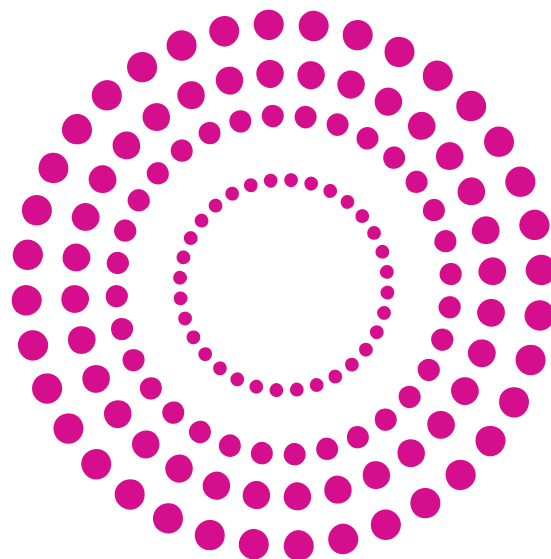
Our Innovate RAP is the continuation of an exciting journey for us as an organisation, in strengthening and voicing our commitment to reconciliation. In this Innovate RAP, we continue to build on the steps taken in our Reflect RAP, strengthen our relationships with First Nations peoples, organisations, the community, and provide opportunities for First Nations young people to access Canteen services when they need us.

Our staff continue to be fierce advocates for this important work and recognise the importance of ensuring the ownership of our Innovate RAP is shared across the organisation. Our 'RAP champion' will be our Chief Executive Officer, Peter Orchard, who will lead reconciliation initiatives throughout the organisation, as well as encouraging discussions with external stakeholders. Canteen's Reconciliation Action Plan Working Group (RAP-WG) will include senior leadership staff from across multiple areas of the organisation as well key external Aboriginal and Torres Strait Islander stakeholders (see membership descriptions below).

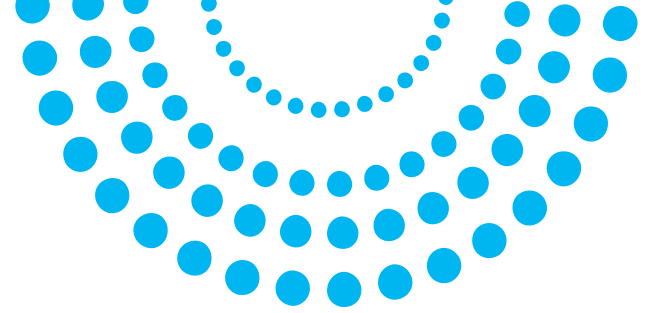
Canteen will encourage staff from multiple areas across the organisation to participate and share responsibility for the implementation of Innovate RAP deliverables. External First Nations partners and internal Canteen First Nations staff members will also be invited to provide guidance and advice on all aspects of RAP activity. Canteen's RAP-WG and YARN will meet regularly, and minutes and outcomes will be shared between both groups. Canteen's RAP-WG Co-Chairs will meet regularly with Canteen's Executive Team to report on progress. Six-monthly progress reports and a final report will be developed and posted on Canteen's website. Canteen will provide impact assessments and traffic light reports to Reconciliation Australia as required.

Our Innovate RAP has been developed in consultation with Canteen's RAP Working Group, internal First Nations staff, external First Nations partners and other non-Indigenous Canteen staff. All staff were given the opportunity to contribute to the discussions through a series of consultation workshops and a staff survey.

1 AIHW 2016. Cancer in Aboriginal & Torres Strait Islander people of Australia. Canberra: AIHW. Available at <https://www.aihw.gov.au/reports/cancer/cancer-in-indigenous-australians/contents/summary>



# Canteen's Reconciliation Journey



Canteen's reconciliation journey began in 2016 with a collaboration with Wardliparingga Aboriginal Research Unit within the South Australian Health and Medical Research Institute (SAHMRI) to better understand the needs and barriers of First Nations young people affected by cancer. This work, and subsequent presentations of the findings of this research, encouraged Canteen to appoint its first Reconciliation Coordinator to lead Canteen's reconciliation journey. In 2019, the Reconciliation Coordinator facilitated a series of workshops with staff to explore their knowledge, confidence, and hopes for reconciliation. Staff, young people, youth

leaders and Member Directors strongly advocated for the development of the Reflect RAP. In November 2020, Canteen launched our Reflect RAP. It was an important moment in Canteen's history and demonstrated our commitment to learning and celebrating the histories and cultures of our First Peoples.

Establishing new relationships, and strengthening existing relationships was at the heart of our Reflect RAP, as was providing Canteen staff the opportunity to learn and acknowledge the truths of Australian history, establishing a foundation for positive change. We are proud of our achievements from our Reflect RAP and of the way in which the organisation overcame the challenges presented by COVID-19 in terms of restrictions on many activities and events. We are proud of the way in which staff have embraced learning opportunities and faced truths about their own cultural understanding. This has been reflected in training completion and attendance rates as well as participation in events both internal and external. We successfully met

our deliverables, which has set us on a path to ensure that Canteen delivers culturally safe services that support and enhance the best outcomes for First Nations young people and families impacted by cancer. Key achievements and highlights from our journey so far include:

## Cultural competency training and evaluation

Canteen partnered with the Centre for Cultural Competency Australia to provide all Canteen staff an opportunity to complete an in depth, 10-hour training to learn about First Nations cultures and histories. To ensure that our staff were able to truly consider the information provided, they were offered reflection sessions led by Rosemary Wanganeen, a Kurna and Wirringu woman, Griefologist and founding CEO at Healing Centre for Griefology in South Australia. Furthermore, all Canteen psychosocial staff completed the online Trauma Informed Aboriginal and Torres Strait Islander Cultural Competency training program to increase culturally safe practice when working one on one with First Nation's young people.



Following the completion of the cultural competency course, all staff were invited to anonymously complete a feedback survey to review their experience of the cultural competency training, reflection sessions as well as their general level of cultural competence and self-identification of next steps for furthering their knowledge. Following the completion of the cultural competency course, all staff were invited to anonymously complete a feedback survey to both review their experience of the cultural competency training and the reflection sessions and to determine their general level of cultural competence and encourage self-identification of next steps for furthering their knowledge. Many respondents suggested other areas of training that they felt will assist them, this information will be utilised as part of the Innovate RAP deliverables to establish a learning plan for the organisation

## Relationship building

Canteen established partnerships with the National Aboriginal Community Controlled Health Organisation, Jasmine Sarin, Karl Rashleigh Senior Practitioner, Stronger, Safer Families, NSW TAFE Aboriginal Unit, Two Point Co, Acknowledge This! Larrakia Nation, Reconciliation SA, Something Wild, Mickey Kumatpi OBrien, Carolynanha Johnson, and Southern Cultural Immersion. We continue to strengthen relationships with Rosemary Wanganeen, Clontarf Foundation, STARS Foundation, and the National Centre for Indigenous Excellence.

## National Aboriginal Community Controlled Health Organisation (NACCHO) Partnership

Canteen and NACCHO have developed a partnership to support First Nations young peoples, parents and kinship carers impacted by cancer. Canteen have supported NACCHO to employ a Canteen Community Education Officer to work as an integrated member of the NACCHO Cancer Team. This role provides an opportunity to work in partnership with ACCHOs to support First Nations families impacted by cancer, to provide broader community cancer awareness and to establish referral pathways into Canteen for collaborative support where appropriate.

## Clontarf and Canteen partnership

In 2015 Canteen developed a relationship with The Clontarf Foundation. The Clontarf Foundation aims to improve the education, discipline, life skills, self-esteem, and employment prospects of young Aboriginal and Torres Strait Islander men. This relationship has continued to strengthen from the Clontarf Foundation initially volunteering for National Bandanna Day in Darwin, to now expanding collaboration activities with Clontarf Academies in other states and including local Aboriginal and Torres Strait Islander peoples, organisations, stakeholders and community across the country.

Clontarf Foundation has worked alongside Canteen to consult with Clontarf young people to discuss some ideas for events that could be done together, host yarning circles with Clontarf and Canteen young people where cancer experiences were shared, participating in National Bandanna Day, looking to co-present at schools, collaborating on community and fundraising events, and providing Clontarf students with Canteen referral information and other opportunities.



## Research

Canteen aims to address the barriers to effective service delivery to First Nations young people and their families and kinship carers affected by cancer by:

- identifying Aboriginal and/or Torres Strait Islander service users
- identifying First Nations population needs
- establishing and maintaining an appropriately qualified and culturally competent workforce
- engaging with First Nations peoples, services, and communities
- involving Aboriginal and/or Torres Strait Islander service users in service design
- designing, delivering and continually improving programs and services; and
- identifying and addressing the needs of individual service users.

To ensure that Canteen's work in these areas is informed by research evidence and knowledge, Canteen secured funding through a major donor to appoint a dedicated Senior Research Officer in 2021. Canteen has also partnered with two external research collaborators to ensure this work is informed and guided by Aboriginal people with practical, cultural, and professional knowledge and experience in addressing Aboriginal and Torres Strait Islander people's experiences of grief, loss, and trauma. This includes Rosemary Wanganeen (Griefologist and CEO of the Healing Centre for Griefology) and Nicole Hewlett (National Indigenous Manager of the Indigenous Program of Experience in the Palliative Approach).

The Senior Research Officer has completed an initial narrative review on general considerations, principles, and practices for addressing grief, loss, and trauma with Aboriginal and Torres Strait

Islander peoples. The next stage of this research is to examine how other targeted cultural, social, and emotional wellbeing services are addressing the specific needs of young First Nations peoples impacted by grief and loss; and how impacts and experiences of these services are evaluated. Further, the Senior Research Officer has completed an initial narrative review on best practice principles and priorities underlying consumer engagement frameworks aimed at involving young people and other stakeholders affected by cancer in health and community service design, evaluation, and quality improvement activities. Future research will continue to focus on improving service delivery, with guidance from the RAP Working Group, youth leaders, and other key stakeholders.





## Welcome to Country and Acknowledgement of Country Protocols

Canteen completed the Welcome to Country and Acknowledgement of Country Protocols at the start of our Reflect RAP and undertook a review of these protocols towards the end of the Reflect RAP. To increase understanding and confidence around these protocols, 100 staff participated in Acknowledgement of Country training in August 2021 delivered by Acknowledge This! The facilitators of this course encouraged staff to deliver personal, genuine acknowledgements. Canteen staff have taken this on board and have been sharing their own personal cultural heritage and sharing their knowledge of the lands and First Nations peoples within their Acknowledgement of Country.



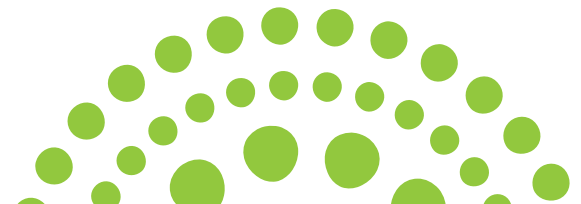
## Pilbara Trek

Canteen's team in Western Australia identified an engagement opportunity with the Aboriginal and Torres Strait Islander Co-Directed Pilbara Camel Trek Company. Seven Canteen young people (aged 18-25yrs), two staff and a volunteer were taken to the Pilbara for four nights and five days. The trip included an experience with local Yinhawangka people who attended the campsite with food, engaging in story sharing around the campfire, patting, feeding, riding, walking alongside five camels, tours of the Yinhawangka land and the Gabo heritage site (where the community lived for hundreds of years), sleeping in swags under the stars, learning about bush medicine and artefacts found on walks, and a day trip to Karijini.

This experience creates opportunities for Canteen young people to experience and learn from an invaluable authentic exposure to local First Nations peoples, their culture and Country. Enduring the physical challenges and overcoming fears helps to build resilience and help young people connect with likeminded peers who enjoy this journey with them. One of the young people who attended the 2021 trek shared the following:

**“Taking that time to take a break from the heaviness of experiencing cancer as a young person and being able to come on a trip with other young people who know and can relate to your story is super important but also really special... Being able to connect with other young people in such a sacred setting and being out there in the bush in the Pilbara brought everyone closer.”**

The Pilbara Camel Trek Company have expressed an interest in continuing this partnership with Canteen and providing this opportunity to Canteen young people on a yearly basis into the future.



## YARN group

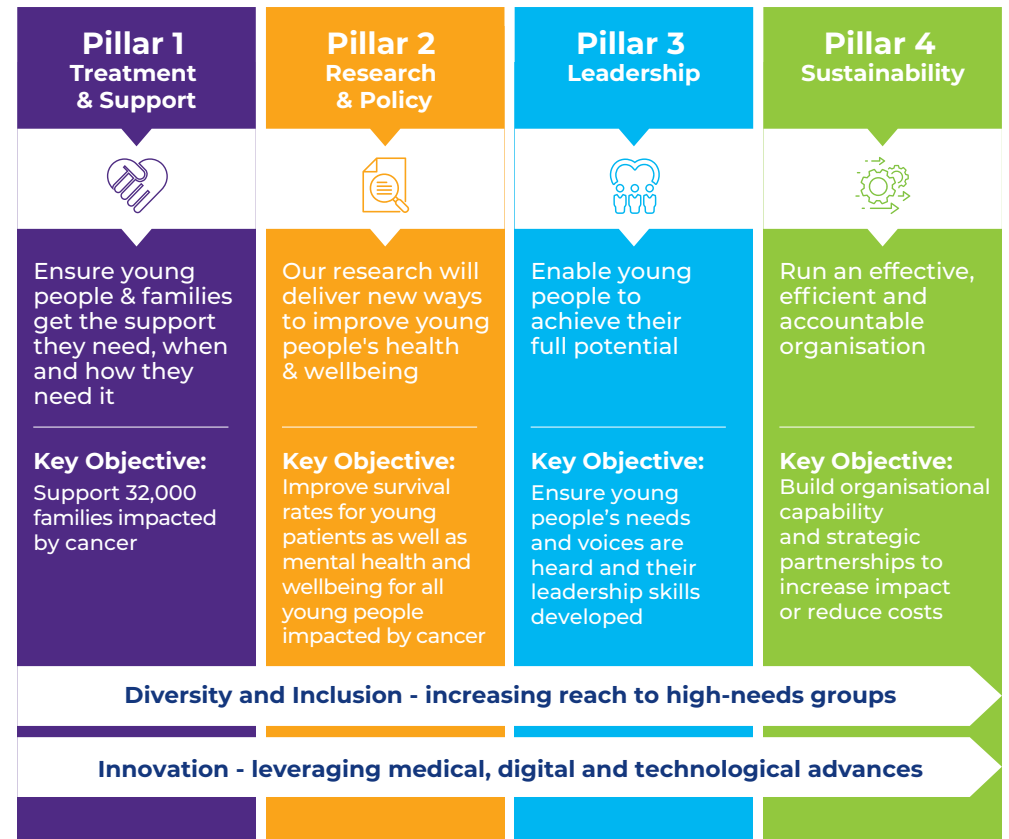
Canteen's Young Adult Reconciliation Network (YARN) provides an opportunity for First Nations young peoples by creating a dedicated platform to offer skills, knowledge, and lived experience to inform the implementation of Canteen's RAPs, and support Canteen's ongoing commitment to achieving cultural excellence by creating quality, culturally appropriate social and emotional wellbeing, mental health, and healing services and outcomes.

The YARN is composed of First Nations lead and co-facilitators, Jasmine Sarin and Debra Toseni and nine First Nations young people. The members were invited to apply for a position via the Canteen website.

The YARN gives First Nations young people an opportunity to meaningfully contribute to Canteen service improvement, to receive mentoring from First Nations community members, to receive media training and provides other leadership opportunities should they wish to pursue this.

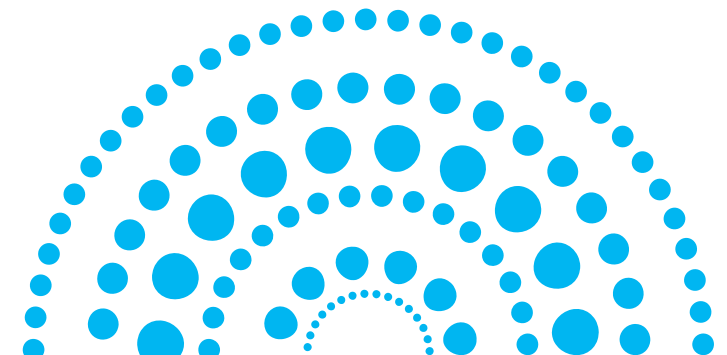
## Strategic plan

Increasing our reach amongst Aboriginal and Torres Strait Islander peoples is an important success factor in Canteen's Strategic Plan 2021 - 2026. One of Canteen's key objectives is to ensure that young people and their families get the support they need, when and how they need it and underpinning this objective is Canteen's vision for diversity and inclusion (see below). Canteen's Innovate RAP deliverables will ensure that Canteen creates new partnerships within communities to reach greater numbers of First Nations young people, offering support when impacted by cancer.



## Programs for our young people

Canteen was able to celebrate NAIDOC week digitally by hosting an online artwork workshop with Jasmine Sarin from JSKoori Design. Twenty-five young people across the country participated in this 90-minute workshop, which was positively received by all who attended.



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# Innovate RAP Working Group Members

## RAP Working Group Chair

**Sally Andrews** | Head of Clinical Practice and Reconciliation, Canteen

## RAP Working Group Members

**Sandy Cham** | General Manager | Services, Canteen (Executive sponsor)

**Sasha Ritson** | Strategic Partnerships Manager, Canteen

**Breanne Shaw** | Team Leader- National Intake, Canteen

**Keren McKenna** | Senior Project Officer, Canteen

**Bettina Sammut** | People & Culture Manager, Canteen

**Kate Steinhauer** | Cancer Hub Manager, Canteen

**Nikki Williams** | Brand and Communication Manager, Canteen

**Auntie Glendra Stubbs** | The National Centre of Indigenous Excellence

**Jasmine Sarin** | Artist and Founder JS Koori Designs

**Cameron Ilett** | Development Officer, Clontarf Foundation

**Joel Matysek** | YARN representative

**Clinton Bennell** | YARN representative



# Relationships

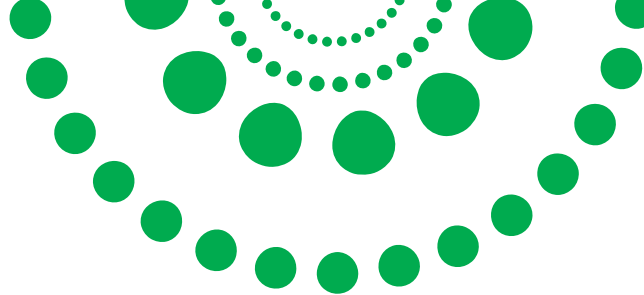
Canteen has over 150 staff that live and work on many traditional lands across Australia, interacting with local communities frequently. Canteen aims to continue to build strong and trusting relationships with First Nations young people, families, organisations, and communities. We will listen, share knowledge and experiences and work together to create a culturally safe space for First Nations young people, families, and communities.

Action	Deliverable	Timeline	Responsibility
<b>Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop a guiding principles document for future engagement.	May 2023	Strategic Partnerships Coordinator
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	April 2023	Strategic Partnerships Coordinator
	Continue to build our relationship with the Clontarf and Stars Foundations by providing opportunities within Canteen for Aboriginal and Torres Strait Islander young people to build connection, self-esteem and confidence via meaningful participation in collaborative activities.	November 2024	Strategic Partnerships Coordinator
	Develop opportunities for collaboration between Canteen's Research and Evaluation team and Aboriginal and Torres Strait Islander researchers with experience in grief and loss, trauma, and/or oncology.	March 2023	Senior Research Officer RAP
<b>Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023, May 2024	Reconciliation Coordinator
	RAP Working Group members to participate in an external NRW event.	27 May-3 June 2023, 27 May-3 June 2024	Chair of RAP Working Group
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May-3 June 2023, 27 May-3 June 2024	Chair of RAP Working Group
	Organise at least one NRW event each year.	May 2023, May 2024	Chair of RAP Working Group
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2023, May 2024	Reconciliation Coordinator

Action	Deliverable	Timeline	Responsibility
<b>Promote reconciliation through our sphere of influence.</b>	Review engagement and continue to implement strategies to engage our staff in reconciliation.	January 2023	Reconciliation Coordinator
	Continue to communicate our commitment to reconciliation publicly.	November 2024	Head of Marketing & Communications
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	November 2024	Head of Partnerships
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	December 2023	Reconciliation Coordinator
<b>Promote positive race relations through anti-discrimination strategies.</b>	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2023	Manager, People & Culture
	Develop, implement, and communicate an anti-discrimination policy for our organisation.	November 2023	Reconciliation Coordinator
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	October 2023	Reconciliation Coordinator
	Provide senior leaders with cultural training that covers the effects of racism.	May 2023	Head of Clinical Services & Reconciliation



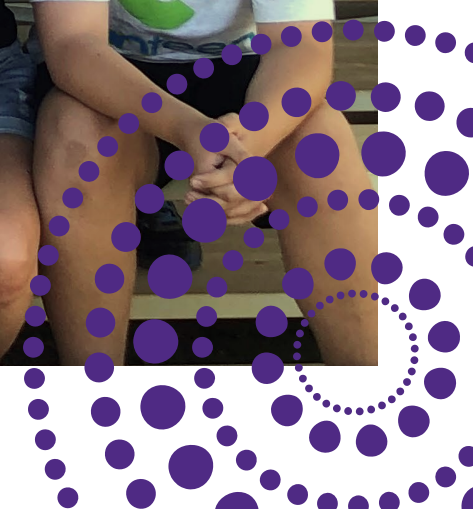
# Respect



Canteen employees and stakeholders take pride in learning, celebrating, and sharing the histories and resilience of First Nations Peoples. Through the following deliverables, we aim to offer opportunities for our staff, young people, and others within our sphere in influence to learn and recognise the historical impact of colonisation and dispossession, and embed this as part of our practice, as we work towards a reconciled Australia.

Action	Deliverable	Timeline	Responsibility
<b>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Identify experiential learning opportunities for our staff to be involved in cultural immersion activities.	October 2023	Reconciliation Coordinator
	Conduct a review of cultural learning needs within our organisation.	January 2023	Reconciliation Coordinator
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.	August 2023	Reconciliation Coordinator
	Develop, implement, and communicate a cultural learning strategy for our staff.	September 2023	Reconciliation Coordinator
	Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.	November 2024	Reconciliation Coordinator
<b>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May 2023	Reconciliation Coordinator
	Review, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	May 2023	Reconciliation Coordinator
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	November 2024	Reconciliation Coordinator
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	December 2024	Reconciliation Coordinator
	Consult with Aboriginal and Torres Strait Islander stakeholders to create a specific learning opportunity to understand perspectives on Sorry Business to enhance service delivery to First Nations families.	May 2023	Head of Clinical Services & Reconciliation

Action	Deliverable	Timeline	Responsibility
<b>Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	RAP Working Group to participate in an external NAIDOC Week event.	July 2023, July 2024	Chair of RAP
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	June 2023	Manager, People & Culture
	Promote and encourage participation in external NAIDOC events to all staff.	July 2023, July 2024	Chair of RAP



# Opportunities

Canteen would like to build upon a solid foundation of delivering culturally responsive services in partnership with Aboriginal and Torres Strait Islander communities. We will look to enhancing and building the profile and capacity of Canteen staff and are committed to improving the attraction, retention and development of First Nations staff members. Canteen recognises that First Nations voices and ingenuity will add impact to Canteen's service delivery and in work towards reconciliation.

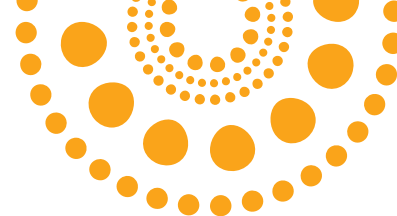
Action	Deliverable	Timeline	Responsibility
<b>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development</b>	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	July 2023	Manager, People & Culture
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2022	Manager, People & Culture
	Offer opportunities to Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy.	July 2023	Manager, People & Culture
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy.	November 2023	Manager, People & Culture
	Advertise job vacancies via First Nations platforms to effectively reach Aboriginal and Torres Strait Islander peoples.	March 2023	People & Culture Administrator
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	May 2023	Manager, People & Culture
	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	June 2024	General Manager People & Culture
	Provide opportunities for Aboriginal and Torres Strait Islander peoples to secure work experience/ student placements within Canteen.	November 2023	National Volunteer Manager
<b>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	December 2023	Head of Finance
	Develop a Canteen First Nations Business/Vendor Directory.	February 2023	Chair of CanGreen
	Investigate Supply Nation membership.	February 2023	Reconciliation Coordinator
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	February 2023	Chair of CanGreen
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	December 2023	Head of Finance
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	July 2024	State Support Officer



Action	Deliverable	Timeline	Responsibility
<b>Increasing Canteen Brand awareness to ensure that our services reach Aboriginal and Torres Strait Islander peoples</b>	Develop a culturally appropriate Aboriginal and Torres Strait Islander marketing campaign to promote Canteen's services.	October 2024	Head of Marketing & Communication
	Create culturally appropriate Canteen resources for Aboriginal and Torres Strait Islander young people and families.	October 2024	Head of Marketing & Communication
<b>Identify and implement further education opportunities in relation to Aboriginal and Torres Strait Islander peoples' histories and cultures to develop culturally appropriate service delivery</b>	In partnership with First Nations experts, complete research into grief and loss to establish best practice principles for addressing grief, loss and trauma in Aboriginal and Torres Strait Islander communities.	August 2023	Senior Research Officer RAP
	Investigate culturally appropriate icons and graphic imagery for use in use in Canteen research collateral.	August 2023	Senior Research Officer RAP
	Create a framework that supports and encourages Aboriginal and Torres Strait Islander families to utilise Canteen services	October 2024	Head of Clinical Services & Reconciliation
	Conduct ongoing research to inform development of First Nations Framework for service delivery	July 2023	Senior Research Officer RAP



# Governance



Canteen’s RAP governance sets out the structure that we will use to implement, monitor and assess RAP progress.

Action	Deliverable	Timeline	Responsibility
<b>Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.</b>	Canteen Young Adult Reconciliation Network (YARN) to consult with Canteen’s RAP Working Group and inform the implementation of Canteen’s RAP deliverables, in ways that work towards culturally safe, decolonised practices.	December 2022	Reconciliation Coordinator
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	December 2022	Reconciliation Coordinator
	Establish and apply a Terms of Reference for the RWG.	December 2022	Senior Project Officer
	Meet at least four times per year to drive and monitor RAP implementation.	December, March, June, August 2022 -24	Reconciliation Coordinator
<b>Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	January 2022, January 2023	Head of Clinical Services & Reconciliation
	Engage our senior leaders and other staff in the delivery of RAP commitments.	December 2023	Reconciliation Coordinator
	Define and maintain appropriate systems to track, measure and report on RAP commitments.	January 2023	Senior Project Officer
	Appoint and maintain an internal RAP Champion from senior management.	December 2022	Head of Clinical Services & Reconciliation
<b>Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.</b>	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	November 2023, November 2024	Reconciliation Coordinator
	Report RAP progress to all staff and senior leaders regularly via Canteen Reconciliation channel (Teams).	December 2022	Reconciliation Coordinator
	Publicly report our RAP achievements, challenges, and learnings, annually.	November 2023, November 2024	Head of Marketing & Communications
	Investigate participating in Reconciliation Australia’s biennial Workplace RAP Barometer.	March 2023	Reconciliation Coordinator
	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.	August 2023, August 2024	Senior Project Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	October 2023, October 2024	Senior Project Officer
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	November 2024	Senior Project Officer
<b>Continue our reconciliation journey by developing our next RAP.</b>	Register via Reconciliation Australia’s <a href="#">website</a> to begin developing our next RAP.	October 2024	Reconciliation Coordinator

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## Contact us

For more information about Canteen's Reconciliation Action Plan, please contact:

### **National Reconciliation Coordinator**

Phone: [0466 934 627](tel:0466934627)

Email: [reconciliation@canteen.org.au](mailto:reconciliation@canteen.org.au)

