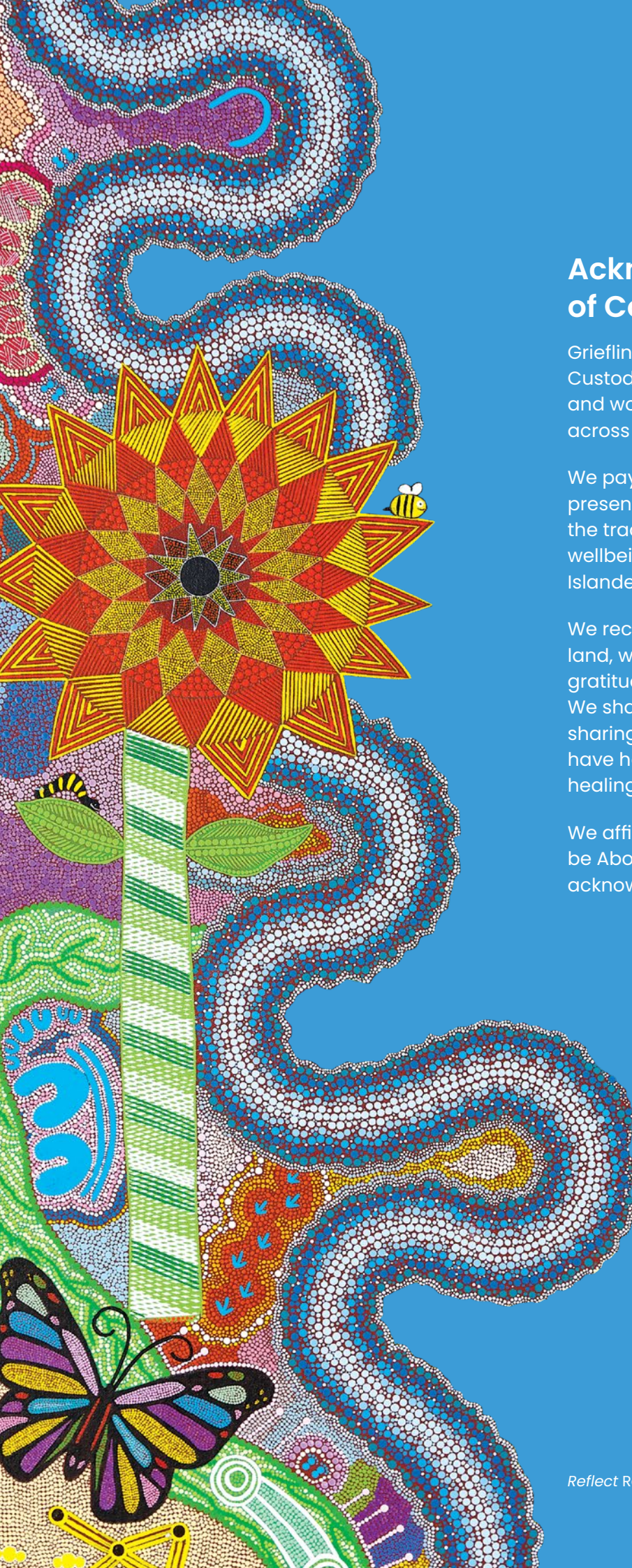


# Reflect Reconciliation Action Plan

July 2024 to July 2025





## Acknowledgement of Country

Griefline acknowledges the Traditional Custodians of the lands on which we live and work, and of the many different nations across Australia.

We pay our respects to the Elders, past and present as the bearers of the memories, the traditions, the cultures and the spiritual wellbeing of the Aboriginal and Torres Strait Islander peoples across the nation.

We recognise their continuing connection to land, water, sky and communities and express gratitude that we can all share this land today. We share the sorrow for the costs of that sharing, and in the spirit of reconciliation we have hope that we can move together toward healing and a connected future.

We affirm that this land was, is, and will always be Aboriginal land. We stand with them in acknowledging this truth.



## Our artwork

Southern Songlines #3, 2024  
by Luke Mc, Wulgurukaba.



*"Songlines are ways that information is passed between tribes and generations. They can be dance, music, stories or artwork. Songlines teach us love and law. They enable us to navigate the land, teach us creations stories and give important information relating to seasonal hunting and gathering, Custodians of the lands and the right time to burn the land. This series of paintings is my interpretation of Songlines."*

For Griefline, the artwork represents a vibrant expression of culture, history, and resilience. Each stroke carries the weight of tradition and the wisdom of generations past, inviting us to embark on a journey of understanding and healing.

# Statement from CEO of Reconciliation Australia

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

Griefline joins a network of more than 3,000 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 Griefline 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 Griefline, 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



# Introduction

We are pleased to share Griefline's Reflect Reconciliation Action Plan (RAP), highlighting our commitment to creating meaningful and culturally safe grief and bereavement support for Aboriginal and Torres Strait Islander peoples. We recognise the deep connections these communities have to their land, culture, ancestors, and traditions and our RAP reflects our dedication to supporting their self-determination, cultural preservation, and equitable opportunities.

Through reflection and active listening, we've identified areas where our communications and program structures need to be more culturally inclusive and safe. Guided by our values of Courage, Compassion, and Connection, we aim to address these gaps and improve our operations. Our RAP outlines practical steps to build respectful, trusting relationships with Aboriginal and Torres Strait Islander peoples. It represents our ongoing journey toward reconciliation, and we are proud to lead this effort, advocating for a more inclusive and united future.

Griefline Executive Team

**Kate Cahill**

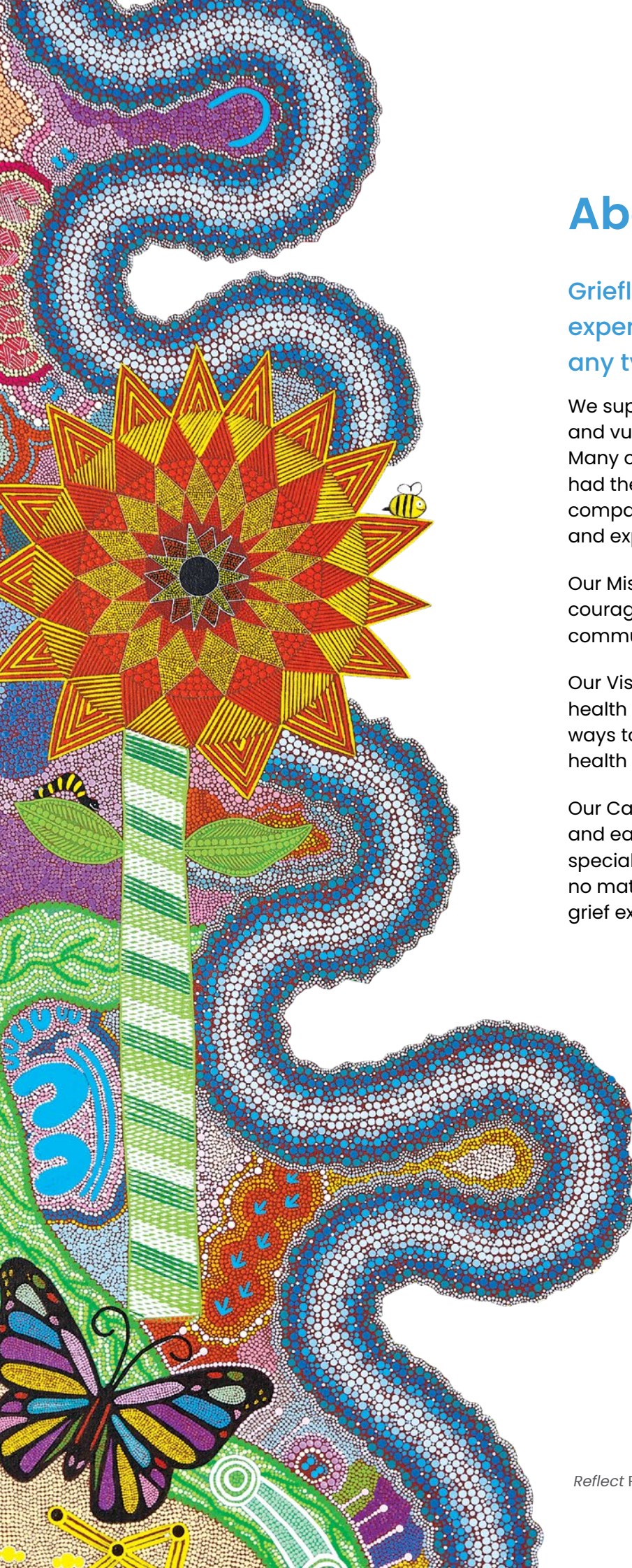
Chief Operating Officer

**Louisa Smith**

Chief Marketing Officer







# About Griefline

Griefline supports anyone experiencing grief and facing any type of loss.

We support some of Australia's most isolated and vulnerable community members. Many of the people Griefline supports have had their loss dismissed and we provide a compassionate space for people to explore and express their feelings without judgement.

Our Mission is to normalise grief by sparking courageous conversations and supporting communities to grow from loss.

Our Vision is to lead the national mental health ecosystem in finding collaborative ways to prevent the escalation of mental ill-health resulting from grief.

Our Care Framework incorporates education and early-intervention support, with specialised care so that we can hold someone no matter where they are in their personal grief experience.

## Our values

### Courage:

We have the courage to face grief and conversations about grief to give others the courage to do the same so that together people can heal from within.

### Compassion:

We suspend judgment to recognise and accept the individual suffering and unique grief experience of others, so they feel a sense of peace through understanding.

### Connection:

We connect people and communities through their experience with grief and loss so that they support each other together.

## Our core business

Griefline is a national not-for-profit organisation that provides free support, information and resources to all adult Australians aged 18+ who are facing grief and loss. Griefline offers a range of services, including:

- A nationwide telephone support service that operates 8am to 8pm, 7 days a week, 365 days a year where callers can speak to trained and empathetic telephone support volunteers
- Online moderated forums accessible 24/7
- Bereavement support groups facilitated by professional grief counsellors
- Grief and loss resources providing information and advice on various topics related to grief and loss
- Bereavement counselling and support programs in NSW and Victoria
- Grief education programs

## Our workplace

Griefline employs 17 staff.

We do not currently have any employees who identify as Aboriginal or Torres Strait Islander people.





## Our RAP

**Griefline is developing our Reflect RAP to engender tangible and substantive benefits for Aboriginal and Torres Strait Islander peoples.**

Griefline acknowledges the deep connections of Aboriginal and Torres Strait Islander peoples to land, culture, ancestors, and lore. Griefline supports Aboriginal and Torres Strait Islander communities in their right to self-determination, cultural preservation and equitable opportunities. To become a more reconciled nation Griefline acknowledges the resilience of Aboriginal and Torres Strait Islander peoples and communities. We are committed to an ongoing process of active engagement and deep listening to foster stronger connections and healing.

Before embarking on our Reflect RAP, the Griefline team engaged in several reflection sessions focused on the grief and trauma experienced by First Nations Australians. This introspective process revealed aspects of our communications and program structure that were not culturally inclusive or safe, as highlighted by feedback from individuals who identify as Aboriginal and Torres Strait Islander people.

Our Reflect RAP outlines the steps we are taking to enhance our communications and operations to make them more inclusive and culturally informed.

## Implementing our RAP

At Griefline, we recognise that reconciliation is a journey, and as an organisation, we are committed to taking meaningful steps on this path. Our values guide our actions and non-actions, and we activate these values through our programs and service. Our approach to implementing our RAP will be guided by these core values.

### **Courage:**

Reconciliation requires individuals and communities to engage with the truths of our shared history, including historical injustices and systemic inequalities. Courage empowers us to acknowledge these issues openly and honestly, fostering a culture of truth-telling and advocacy for change. It involves challenging long-held beliefs and taking a stand against injustice. By embracing courage, we pave the way for significant progress towards reconciliation.

### **Compassion:**

Compassion is vital for nurturing understanding, empathy, and healing. It involves recognising and respecting the resilience and strength Aboriginal and Torres Strait Islander peoples, and responding with empathy, and support. Compassion helps to humanise experiences, build trust, and cultivate solidarity. By approaching reconciliation with compassion, we can bridge divides, build relationships, and support the healing process.



### **Connection:**

Reconciliation thrives on building and nurturing meaningful connections between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples. Connection means actively engaging with others, listening to their stories and perspectives, and finding common ground. It involves creating spaces for dialogue, collaboration, and relationship-building where mutual respect and trust grow. By fostering connections based on shared values and aspirations, reconciliation becomes a collective effort that promotes unity and belonging.

## **Our reconciliation journey to date**

Griefline's RAP Working Group, established in 2023, is designed to be ever-evolving, with membership revisited each year to ensure a manageable, sustainable, and whole-of-organisation approach. This dynamic group collectively defined its Terms of Reference, which are reviewed annually and outline responsibilities that include overseeing the development, approval, and implementation of Griefline's Reflect Reconciliation Action Plan.

The RAP Working Group consists of a diverse mix of staff from all levels of the organisation, including volunteers, client-facing staff, and executive management. To maintain active

and engaged implementation, the group keeps an active action register, promoting accountability and engagement throughout the process.

This group works to understand and identify opportunities for engaging with Aboriginal and Torres Strait Islander communities. Our priority is to foster respectful, trusting, and mutually beneficial relationships with Traditional Owner Groups, Aboriginal and Torres Strait Islander communities nationwide, and other vital stakeholders in the wellbeing space.

As we continue to nurture these relationships and develop our cultural humility, we aspire to significantly increase access to services and achieve positive outcomes for Aboriginal and Torres Strait Islander peoples who are grieving.

Our RAP Champion is Griefline's Chief Operating Officer, appointed due to their senior leadership role, strategic oversight capabilities, and ability to drive internal engagement and awareness across the organisation, while also serving as an advocate for reconciliation within the wider community, participating in activities to raise awareness, and being an ally who supports the self-determination of Aboriginal and Torres Strait Islander peoples in a meaningful and respectful manner.





## Our partnerships and current activities

### Community partnerships

1. Our collaboration with The Torch Project has enabled us to procure and license artwork\*, weaving it into our continual visual communications and revitalised branding efforts.
2. Several members of the Griefline leadership and counselling team have joined as Friends of NAATSIHWP the peak professional association representing Aboriginal and/or Torres Strait Islander Health Workers and Health Practitioners across Australia. Through our affiliation, we aim to foster connections, exchange knowledge and resources with Aboriginal and/or Torres Strait Islander Health Workers and Practitioners.
3. Partnership with the CFECFW: Centre for Excellence in Child and Family Welfare, to deliver training to Kinship and foster carers receiving cultural oversight from VACCA: Victorian Aboriginal Child Care Agency.

\*Southern Songlines #3, 2024 by Luke Mc, Wulgurukaba.

## Our reconciliation activities and initiatives to date:

The Griefline team, comprising staff, volunteers, and board members, has been actively engaged in various reconciliation activities and initiatives.

These efforts include:

- Development of an internal cultural awareness and learning hub, which features resources, links, and information aimed at educating and informing staff about reconciliation and The Voice.
- Employee participation in viewings of the documentary “The Last Daughter” and the Kinchela Boys Home Aboriginal Corporation’s “We Were Just Little Boys”, followed by individual reflections and group discussion forums.
- Collaboration with Supply Nation to distribute Christmas gifts to all employees.
- Visits to significant cultural sites, such as the Corrobboree Tree, as part of new employee inductions and when team members are visiting from interstate.



- Preparation and publication of an organisational statement in support of a Yes vote for a First Nations Voice to Parliament.
- Active involvement in community events and activities throughout the country on January 26th, 2024.
- Griefline has updated its Acknowledgement of Country to make it more personal and sincere. This includes recognising and naming the Traditional Owners of the land where each staff member resides, and incorporating this recognition into every meeting they host.

## Identifying and acknowledging traditional owners where Griefline operates

Using our organisational copy of the AIATSIS Map of Indigenous Australia, Griefline team members can identify which language and nation groups of the Indigenous peoples of Australia they acknowledge and pay respect to depending on where they work or live.

Currently this includes:

- Boonwurrung (Griefline HQ)
- Gadigal
- Woiworung
- Gubbi Gubbi
- Bundjalung







## Relationships

Action	Deliverable	Timeline	Responsibility
<b>1.</b> 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.	August 2024	RWG Chair
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations addressing loss, grief and bereavement within First Nations communities.	September 2024	RWG Chair and Clinical Services Manager
<b>2.</b> Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff, board and volunteers	May 2025	RWG Co-Chair and Marketing Coordinator
	RAP Working Group members to participate in an external NRW event.	27 May – 3 June 2025	RWG Co-Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2025	RWG Co-Chair
<b>3.</b> Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff, volunteers, help-seekers, supporters and stakeholders	August 2024	RWG Co-Chair and Marketing Coordinator
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	August 2024	RWG Chair and RWG Co-Chair
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	August 2024	RWG Chair
<b>4.</b> Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	September 2024	RWG Chair
	Develop an anti-discrimination strategy that is aligned with the Australian National Safety and Quality Digital Mental Health Standards, to foster positive race relations and ensure culturally sensitive support for all users.	October 2024	RWG Co-Chair
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs for the recruitment, management and training of staff, volunteers and board members.	September 2024	RWG Co-Chair



## Respect

Action	Deliverable	Timeline	Responsibility
<b>5.</b> Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	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	RWG Co-Chair
	Conduct a review of cultural learning needs within our organisation.	August 2024	RWG Co-Chair
<b>6.</b> 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.	July 2024	RWG Co-Chair
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2024	RWG Co-Chair
<b>7.</b> 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.	July 2025	RWG Co-Chair
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2025	RWG Chair and RWG Co-Chair
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2025	RWG Chair and RWG Co-Chair





## Opportunities

Action	Deliverable	Timeline	Responsibility
<b>8.</b> 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.	September 2024	RWG Co-Chair
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2024	RWG Co-Chair
<b>9.</b> 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.	October 2024	RWG Co-Chair
	Investigate Supply Nation membership.	October 2024	RWG Co-Chair



## Governance

Action	Deliverable	Timeline	Responsibility
<b>10.</b> Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	August 2024	RWG Chair
	Draft a Terms of Reference for the RWG.	August 2024	RWG Chair
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	August 2024	RWG Chair
<b>11.</b> Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	August 2024	RWG Co-Chair
	Engage senior leaders in the delivery of RAP commitments.	August 2024	RWG Co-Chair
	Appoint a senior leader to champion our RAP internally.	July 2024	RWG Chair
	Define appropriate systems and capability to track, measure and report on RAP commitments.	August 2024	RWG Co-Chair
<b>12.</b> 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	RWG Chair
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	August annually	RWG Chair
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	September annually	RWG Chair
<b>13.</b> Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's <a href="#">website</a> to begin developing our next RAP.	March 2025	RWG Chair





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