





Acknowledgement

selectability acknowledges the Traditional Owners of the land on which we provide services and pay our respects to Elders past, present and emerging.

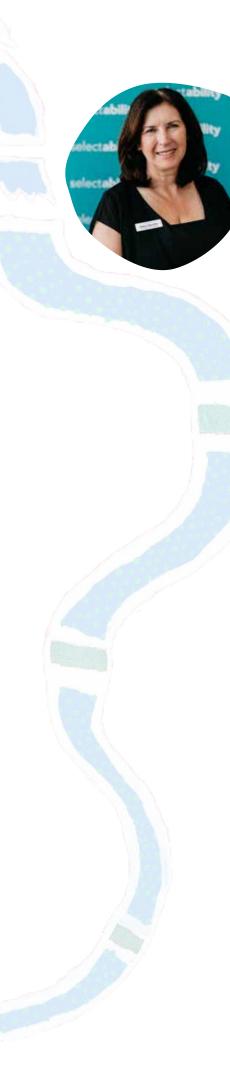
We acknowledge those with lived experience and those who support and partner with us to improve mental wellbeing and prevent suicide across regional Queensland.

About the imagery

Action Plan is a painting by the Palm Island Women's Group.

All photographs used throughout the RAP feature some of our Palm Island consumers and staff and have been taken with their permission





A message from the CEO

Debra Burden

BBus FIML FAICD

selectability is committed to improving the mental wellbeing of Aboriginal and Torres Strait Islander peoples and communities across our diverse regional Queensland footprint. Key to this is ensuring we better understand how best to embed the foundations of culturally appropriate practice across all areas of our organisation.

We understand mental health recovery is achieved in different ways for different groups of people and recognise that meaningful engagement and co-design requires insight into the challenges and opportunities impacting our Aboriginal and Torres Strait Islander communities.

Our Reflect RAP sets out the practical actions that selectability will take to build strong relationships and foster ongoing respect between cultures.

Committing to this Reflect RAP provides selectability with the opportunity to spend time developing and strenghthening relationships with Aboriginal and Torres Strait Islander stakeholders, consolidating our vision for reconciliation and prioritising specific actions and initiatives.

This document lavs foundations for subsequent versions of the RAP that are meaningful, mutually beneficial, sustainable and support reconciliation.

The selectability Board and management team are honoured to support the organisation's continued journey towards inclusion, reconciliation and improving mental wellbeing and preventing suicide in the Aboriginal and Torres Strait Islander communities we serve.



A message from the CEO

of Reconciliation Australia

Karen Mundine

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

selectability joins a network of more than 1,100 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 over 2.3 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 selectability 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 selectability, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



selectability exists to improve the mental wellbeing of people in regional Queensland and to contribute to the prevention of suicide

We are proud to be one of regional Queensland's largest and leading providers of mental health services across a wide footprint, supporting individuals and communities in northern, central and western Queensland. selectability is located with our head office in Townsville, north to Cairns, south to Rockhampton, west to Mt Isa, and east to Palm Island, a total of 15 buildings and growing.

As an NDIS service provider, our team has helped hundreds of people access and implement their NDIS plans. selectability partners with state and federal governments and key health organisations to deliver vital programs around mental wellbeing and suicide prevention including support for carers of those with mental illness.

We offer clinical and general psychology services for improved mental wellbeing.



Diversity and inclusion

We understand that different beliefs about mental illness affect how people find and access support services.

We place emphasis on self-determination and the belief that Aboriginal and Torres Strait Islander peoples have the right to live a healthy, safe life with strong connections to culture, spirituality, land and ancestry. We adapt our approach to ensure that, regardless of circumstances, individuals receive the right support for their own recovery.

Our commitment to quality

selectability is committed to providing the highest quality support and services to those in need in the community as well as a safe, supportive and productive work environment for our growing staff.

selectability is accredited under the:

- Human Service Quality Framework
- National Standards for Mental Health Services
- NDIS Quality and Safeguarding Framework

Our employees

We foster a workplace culture that respects and values the skills, experiences and wisdom of our Aboriginal and Torres Strait Islander employees. We recognise the wealth of knowledge that they bring to the organisation and the important role they play in improving our cultural competency. In July 2021, 12% of our employees identified as Aboriginal and/or Torres Strait Islander people.

Our employee numbers have increased to 410, up 20% for the year. At selectability we value difference and diversity and the make up of our team mirrors that philosophy.

We have a qualified and highly skilled team including:

- psychologists
- mental health nurses
- social workers
- registered nurses
- recovery coaches
- lifestyle support workers
- peer workers
- support coordinators
- life coaches

About our employees 2021

of employees say selectability is a "truly great place to work"

of employees identify as Aboriginal or **Torres Strait Islander**



of employees were born outside of



of employees are





At selectability we value:

Commitment

Our consumers, their goals and their rights are everything

Accountability

We take responsibility for our actions

Compassion

We understand and care deeply about our consumers

Innovation

We believe every day is an opportunity to improve

Integrity

We do the right thing even when nobody is looking

We engender courage and passion for a better future

Respect

We acknowledge that everyone is different and promote equal human rights





Our RAP

selectability is committed to learning and discovery through our Reconciliation Action Plan.

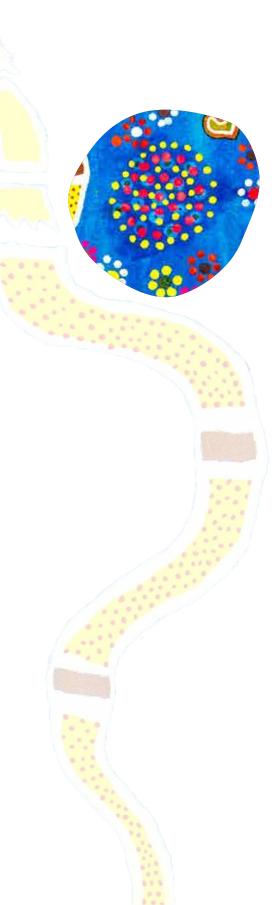
selectability is committed to learning and discovery through the development and implementation of a Reconciliation Action Plan (RAP). The RAP will help build a culturally-aware workforce. improve on appropriate policies and procedures, support our culturally aware framework and strengthen our relationships with Aboriginal and Torres Strait Islander peoples, organisations and communities.

With an organisational purpose to drive change and support mental wellbeing and suicide prevention, we recognise the importance of an inclusive and culturally appropriate practice and business operations. The RAP implementation will guide us to improve our understanding and foster mutual respect with Aboriginal and Torres Strait Islander peoples and communities.

Our RAP will help to ensure our activities and programs are culturally relevant, safe, and consider the aspirations of Aboriginal and Torres Strait Islander peoples and communities.

selectability is developing a RAP to:

- Acknowledge Aboriginal and Torres Strait Islander cultures by continuing to build an understanding of and respect for Aboriginal and Torres Strait Islander customs, values, and traditions through ongoing education.
- Improve relationships with Aboriginal and Torres Strait Islander communities in our region.
- Build partnerships with Aboriginal and Torres Strait Islander peoples and organisations to ensure more effective and relevant engagement.
- Improve culturally safe access to clinical and community mental health and suicide prevention services for Aboriginal and Torres Strait Islander peoples.
- Support Aboriginal and Torres Strait Islander communities and services in identifying and securing resources that meet the mental health needs in the region.
- Support workforce development actions to enhance and strengthen opportunities for Aboriginal and Torres Strait Islander peoples, organisations and communities.



Our RAP tean

Our team is operationally led and will be further developed to encompass our own Aboriginal and Torres Strait Islander team members. The team and our approach is fully endorsed by the selectability Board and executive team.



Aaron Farrell Chief Operating Officer RAP Champion



Colin McPherson General Manager, Mackay



Sally Bawden General Manager, Townsville



Kristin Coppola Training and Workforce Development Advisor



Emma Hennell Chief Financial Officer



Pieta Smith Marketing and Communications Manager



Ingrid Westthorp General Manager, Cairns and Clinical Services



Ryan Wiggins General Manager, Regions

Our partnerships

Effective engagement is embedded in selectability's culture and is the foundation of our proven approach to service delivery.

We value strong and enduring stakeholder relationships, and understand their vital role improving the mental wellbeing and contributing to suicide prevention in Aboriginal and Torres Strait Islander peoples' communities.

selectability partners with key community organisations to ensure that our services are accessible, flexible, responsive and inclusive to all groups. This means that regardless of circumstances, individuals receive the support they need for their own recovery.

We have close working relationships with the Townsville Aboriginal and Islanders Health Service, Palm Island Community Company along with Townsville Multicultural Support Group and Townsville Intercultural Centre.

selectability works collaboratively through supporting programs, supporting key community events and activities and offering training opportunities to build service capacity.





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.	October 2021	Marketing and Communications Manager and Quality, Risk and Compliance Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October 2021	General Manager, Regions and Quality, Risk and Compliance Officer
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Marketing and Communications Manager
	RAP Team members to participate in an external NRW event.	27 May - 3 June 2022	Chief Operating Officer (with General Managers)
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Chief Operating Officer (with General Managers)
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff through monthly Strategic Forums, on our Learning Management System, monthly employee updates and other supporting channels.	October 2021	Marketing and Communications Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	December 2021	Chief Operating Officer (with General Managers)
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	February 2022	Chief Operating Officer (with General Managers)
	Promote Share Our Pride to all staff and include as a part of on-boarding of new staff as a reconciliation support tool.	October 2021	Training and Workforce Development Advisor
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	November 2021	Quality, Risk and Compliance Officer
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November 2021	Training and Workforce Development Advisor (Lead) and Support Quality, Risk and Compliance Officer (Support)



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop and implement a strategy for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	December 2021	Quality, Risk and Compliance Officer (Lead) and Chief Operating Officer (Support)
	Conduct a review of cultural learning needs within our organisation.	October 2021	Quality, Risk and Compliance Officer
	Compulsory Cultural Competency modules to be completed as part of onboarding new staff.	October 2021	Training and Workforce Development Advisor
	All existing staff to undertake Cultural Competency modules.	October 2021	Training and Workforce Development Advisor
2. 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.	October 2021	Quality, Risk and Compliance Officer (Lead) and General Manager, Regions (Support)
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	January 2022	Marketing and Communications Manager
3. 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 2022	Marketing and Communications Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	Marketing and Communications Manager
	RAP Team to participate in an external NAIDOC Week event.	4-11 July 2022	Marketing and Communications Manager (Lead) and RAP Team (Support)

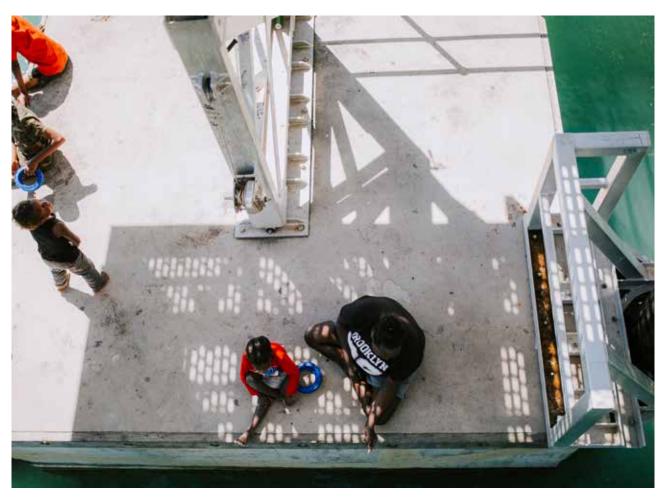








ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	October 2021	Training and Workforce Development Advisor (Lead) and Chief Operating Officer (Support)
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	October 2021	Training and Workforce Development Advisor
2. 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.	November 2021	Quality, Risk and Compliance Officer (Lead) and Chief Operating Officer (Support)
	Investigate Supply Nation membership.	October 2021	Quality, Risk and Compliance Officer





ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and maintain an effective RAP Team to drive governance of the RAP.	Further develop a RAP Team to govern RAP implementation	October 2021	Chief Operating Officer (Lead) and all General Managers (Support)
	Draft a Terms of Reference for the RAP Team.	November 2021	Quality, Risk and Compliance Officer
	Establish Aboriginal and Torres Strait Islander representation on the RAP Team.	October 2021	Chief Operating Officer (with General Managers)
2. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	November 2021	Chief Operating Officer
	Engage senior leaders in the delivery of RAP commitments.	October 2021	Chief Operating Officer (with General Managers)
	Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2021	Chief Operating Officer
3. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2022	Chief Operating Officer
4. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2022	Chief Operating Officer





Townsville

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Mackay

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Horizon Clubhouse

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Mount Isa

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Rockhampton

Mental Health Hub

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Selectability mental wellbeing and suicide prevention

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Contact us

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