

People Services & People Experience Actions Update



Minutes - Itero

Acknowledgement of Country

The City of Adelaide acknowledges that we are located on the traditional Country of the Kaurna people of the Adelaide Plains and pays respect to Elders past, present and emerging.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We also extend that respect to visitors of other Aboriginal Language Groups and other First Nations.

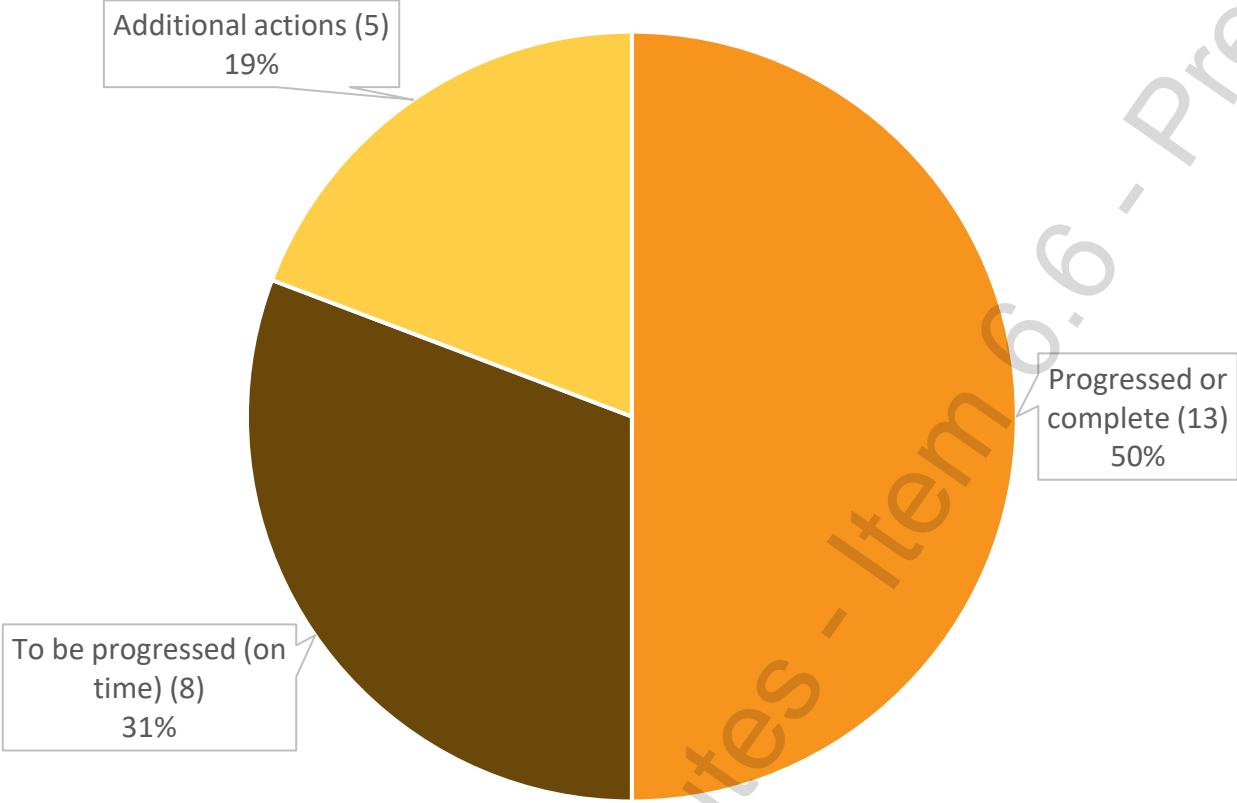


City of Adelaide Inclusion Statement

At the City of Adelaide, we thrive in an environment that is welcoming, inclusive and safe, and celebrates difference. We value and embrace our diverse perspectives and recognise the value diversity has in fuelling innovation and enabling brilliant experiences for our diverse community.



Stretch RAP Actions Overall Progress



Minutes - Item 6.6 - Presentation

Stretch RAP Actions In Progress or Complete

Bullying, Harassment and Discrimination Policy

Date this document was adopted *legislative / non-legislative*

PURPOSE <insert text as paragraph>

Writing Guide: Here you need to summarise the purpose of this policy as succinctly as possible. Ideally this summary should be no longer than two paragraphs. It should convey to the reader why the policy exists and what it helps to achieve. If relevant include as a type of 'scope' what this policy document is relevant to and not relevant to. What matters, physical areas, subject (etc) are covered.

STATEMENT <insert text as paragraph - THIS IS WHERE THE TEXT OF THE POLICY BELONGS>

Application of this document
Council will undertake to:

- <insert text as dot points>

Writing Guide: Outline what the Council will do with respect to a particular matter. This should be as clear and succinct as possible. Use dot point points and try to limit this section to one page

Haydyn Bromley • 2nd
ED: Bookabee Australia, Aboriginal Cultural Sensitivity & Res...
11mo • 🌐

Delivering Aboriginal Cultural Sensitivity and Respect Training for Adelaide City Council. 🇺🇸 🇦🇺 🇨🇦 #training #education #respect #aboriginalaustralia #aboriginalculture #aboriginalculturalsensitivity #bookabeeaustralia... see more

Aboriginal Cultural Sensitivity and Respect Training for Adelaide City Council

Aboriginal and Torres Strait Islander RECRUITMENT TOOLKIT

% of Employees identified as Aboriginal
0.98%

OVERVIEW
Culturally inclusive recruitment acknowledges cultural diversity and aims to deliver processes which enable all candidates to best demonstrate their capabilities. When we apply this to the recruitment of Aboriginal and Torres Strait Islander peoples, inclusivity addresses the cultural and social aspects unique to their cultures. This toolkit steps you through the recruitment lifecycle and tips to consider at each stage when recruiting Aboriginal and Torres Strait Islander candidates.

This initiative supports our [City of Adelaide Stretch Reconciliation Action Plan 2018-2021](#) - Action 33. Aboriginal and Torres Strait Islander Employment: Manage inclusion and retention strategies to make sure any barriers for Aboriginal and Torres Strait Islander employees are removed.

PLANNING
When looking to attract Aboriginal and Torres Strait Islander peoples to apply for a position at City of Adelaide consider the following as the Hiring Manager:

Message from Clare Mockler, CEO - National Apology Day

Hello everyone.

This **Sunday, 13 February** marks the anniversary of the formal apology made in 2008 by the Federal government and the Parliament of Australia to Australia's First Nations Peoples, in particular to the Stolen Generations, who suffered trauma because of past government policies. This was an important step towards building a renewed relationship between the Government and Aboriginal and Torres Strait Islander peoples in the name of reconciliation.

Pictured: Clare Mockler, CEO

Abbey's Story

As part of our City of Adelaide Stretch Reconciliation [Action Plan](#), CoA is committed to improving Aboriginal and Torres Strait Islander outcomes, and celebrating the culture and successes of our Aboriginal & Torres Strait Islander employees through its

Abbey Amundson - Intern, Office of the Lord Mayor shares about her culture, her time with CoA and what she loves

In January this year, Abbey Amundson joined CoA for a summer internship in the Office of the Lord Mayor team, in partnership with CareerTracks for Aboriginal and Torres Strait Islander students.

What is your background?
I am a proud Arrernte Woman. My mob comes from Central Australia, Alice Springs and the surrounding region.

What have you been working on during your internship?
During my internship, I have had the pleasure of working with teams across the organisation. This opportunity has allowed me such as analysing the Lord Mayor's social media and developing engagement of younger viewers, getting a revised version of the plan for a customer service position, putting together a timeline and



Stretch RAP Actions to be progressed

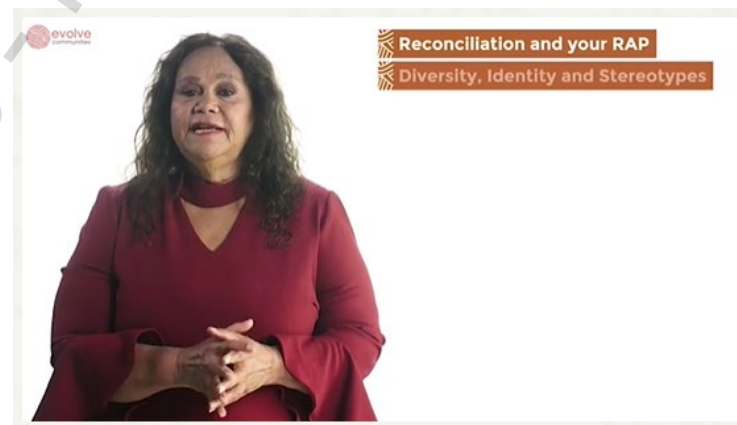
2022 Cultural Learning Review

Purpose: As part of the City of Adelaide's 2021-2024 Stretch Reconciliation Action Plan, CoA is committed to conducting a review of the cultural learning needs within our organisation by March 2022. This review considers current and planned cultural learning offerings and learning gaps.

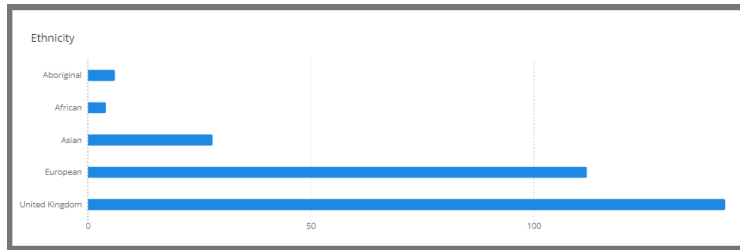
This review will be used to inform the development of CoA's cultural learning strategy, which will be developed in consultation with Local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors.

Current cultural learning offerings

Offering	Value	% of staff reached
Aboriginal Cultural Sensitivity & Respect Training (face-to-face)	<p>Increase employee understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p> <p>Includes introductory video messages from CoA's CEO and Reconciliation Committee co-chairs.</p>	<p>As at 25 February 2022, 30% of existing staff (not including casuals) have undertaken the training.</p> <p>This offering is mandatory for all new starters (not including casuals), and available for all existing staff to register when places are available. Introductory video included in TNE promotions.</p>
Welcome to Country / Acknowledgement of Country at CoA internal events and in all internal templates	Increase employee understanding of the purpose and significance behind cultural protocols, including the Acknowledgement of Country and Welcome to Country.	All staff
Significant date articles in TNE (9 annually)	Raise employee awareness and/or celebrate Aboriginal and Torres Strait Islander culture and the issues impacting Aboriginal peoples.	Delivered to approx. 800 employees via TNE, with a 61% open rate as at December 2021.
Sharing of Aboriginal and Torres Strait Islander employee stories	Opportunity to learn and celebrate the culture and successes of our Aboriginal and Torres Strait Islander employees by sharing their stories internally.	<p>Approx. 800 employees reached via TNE, with a 61% open rate as at December 2021.</p> <p>50 views across the Sharing of Stories SharePoint pages</p>
Online & Face-to-Face Inductions – Reconciliation at CoA Overview	Increase staff understanding of City of Adelaide's commitment to Reconciliation and the role that culture plays in the work we do.	<p>These offerings are mandatory for all new starters.</p> <p>All existing staff will be required to complete the Online Induction</p>



Additional Actions



City of Adelaide Inclusion Statement

At the City of Adelaide, we thrive in an environment that is welcoming, inclusive and safe, and celebrates difference. We value and embrace our diverse perspectives and recognise the value diversity has in fuelling innovation and enabling brilliant experiences for our diverse community.

▼ Diversity, Inclusion & Belonging

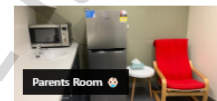
▼ Focus Areas

▼ Your stories and experiences

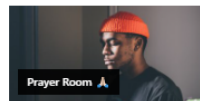
▲ Spaces



Located on the Ground Floor of [Adelaide Town Hall](#), this room is available to the public and staff. Book by contacting the Civic Events Coordinator. Find out more [here](#).



Located on Level 2, CLC (Pirie Street side), this room provides a private space for parents particularly returning from parental leave, and includes a comfortable chair, a fridge to store milk, and cupboard space to store a pump. Book through Outlook under: CLC2 Parents Room.



Located on the Ground Floor of Eagle Chambers, this room provides a quiet and private space for people to spend time in prayer. Book through Outlook under: ECG - Prayer Room.

▼ Resources

Find out more

- Communicating with people with disability guide
- Leading people with disability toolkit
- Inclusive Interactions with People with Disability guide
- Tips for creating accessible Word, PDF & PowerPoint
- Aboriginal and Torres Strait Islander Recruitment Toolkit for...
- Disability Access & Inclusion Module
- What's Hot, What's Not - assisting people with physical...
- Wellbeing site

Shortcuts

- Focus Areas
- Spaces
- Your Stories
- Resources



Specialist Phone Helplines

We understand that people face many challenges in their lives and that sometimes, these require specialised support. We have partnered with our EAP provider, Converge International to provide access to the following specialist support.

Aged Care Support	1300 035 337
Disability and Carer Support	1300 243 543
Domestic and Family Violence	1300 338 465
First Nations	1300 287 432
LGBTIQ+	1300 542 874
Spiritual and Pastoral Care	1300 772 435
Youth and Student	1300 687 399

Specialist Phone Helplines



Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. Your organisation offers access to one session of specialist support (available during business hours only), in addition to your existing Employee Assistance Program services.

How do these services support you?

When you call one of our specialist helpline services, you can access additional support through referrals to external services, specialised information and resources.

Most importantly, you get to speak with an independent, experienced, trained and supportive counsellor; someone who is there for you during a challenging time.

More information

You can find out more about our Specialist Phone Helplines:

- convergeinternational.com.au
- 1300 our eap (1300 687 327)

CONTACT OR MORE INFORMATION
 1300 687 327 (Aus) | 0800 666 367 (NZ) | +613 8620 5300 (Intl)
convergeinternational.com.au | eap@convergeintl.com.au

Aged Care Support 1300 035 337

Access advice on aged care issues and referral to specialist resources, as well as emotional support when caring for family members or friends.

Disability and Carers 1300 243 543

Specialised advice on disability support, as well as emotional support around caring for family members or friends who live with disability.

Domestic and Family Violence 1300 338 465

Speak with a specialist and access counselling, referral and support around domestic and family violence.

First Nations 1300 287 432

Support around indigenous issues. We provide a safe space for you to talk to someone who can empathise with your issues and provide support.

LGBTIQ+ 1300 542 874

Speak with a specialist counsellor and access support across issues specific to Lesbian, Gay, Bisexual, Transgender, Intersex, Queer or Questioning people.

Spiritual and Pastoral Care 1300 772 435

Speak with a counsellor who will help you draw on spiritual resources suitable to your faith journey. Support across all major faith traditions and every major Christian denomination trained to integrate spirituality as an essential aspect of well-being.

Youth and Student 1300 687 399

Access age-sensitive support focusing on the emotional and psychological pressures many young Australians and students face in their daily lives.





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Questions & thoughts

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