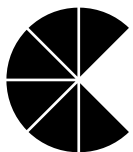


# Reconciliation Action Plan (RAP)

April, 2022 – December, 2022



Casey  
Cardinia  
Libraries



RECONCILIATION  
ACTION PLAN  
**REFLECT**

# Message from Reconciliation Australia

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

Casey Cardinia Libraries 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 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 Casey Cardinia Libraries 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 Casey Cardinia Libraries, 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



# Message from Casey Cardinia Libraries CEO

I am proud to introduce Casey Cardinia Libraries' (CCL) Reconciliation Action Plan (RAP) 2022. CCL affirmed our commitment to reconciliation in 2017 with the formation of a dedicated working group to begin to understand the ways we could impact, commit to and advance reconciliation with in our sphere of influence. Since then, we have been on a journey to supporting and working with Aboriginal and Torres Strait Islander peoples through our key activities – including the development of library collections, programs and events, employment pathways and library spaces.

This is the first CCL RAP to reach endorsement, and we are grateful to Reconciliation Australia for helping us on our journey. Libraries play an important role in connecting communities, supporting lifelong learning, and promoting a sense of belonging. Through these channels we continue to work as a whole organisation on our Reconciliation journey.

## **Beth Luppino**

Chief Executive Officer  
Casey Cardinia Libraries



# Our Business

Public libraries are expected to do much more than curate collections and lend books. In a time of rapid change, libraries have a core role promoting literacy, providing free access to information, encouraging a culture of lifelong learning and contributing to positive socio-economic and wellbeing outcomes across the community.

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by the City of Casey, Cardinia Shire Council and the Victorian State Government. We support a rapidly growing and diverse community of more than 480,000 people.

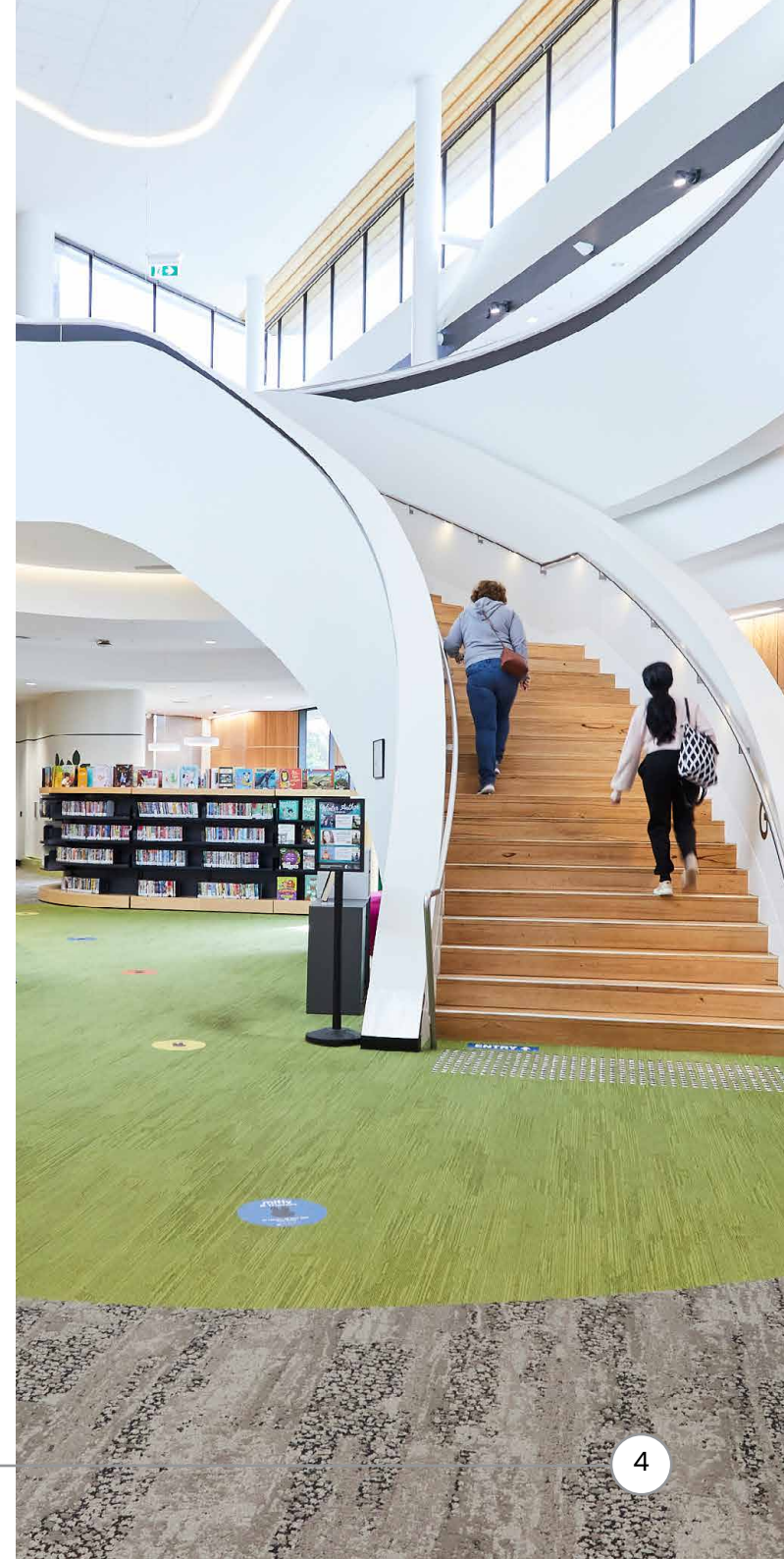
The population of City of Casey and Cardinia Shire council is forecast to exceed 700,000 people within twenty years.

Our libraries are located at Bunjil Place (Narre Warren), Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park and Pakenham.

The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

CCL has more than 106,000 members. Our libraries work with local member Councils (Local Government), community organisations, local employment agencies, key educational partners including Universities and Health Organisations; we actively support Public Libraries Victoria the State's peak body for Public Libraries.

Casey Cardinia Libraries employs 170 staff, with two current staff members who identify as Aboriginal people.



# Who we are and how we are guided

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Mission

To encourage lifelong learning, increase literacy and build strong, resilient communities across the Casey Cardinia region.

## Our Values and Guiding Behaviours



### TEAMWORK

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community



### LOVE OF LEARNING

- We love learning about new things
- We believe there is always an opportunity to learn
- We learn from each other



### FAIRNESS

- We treat people fairly and recognise them as individuals

- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour



### CREATIVITY

- Thinking of new ways to do things is crucial to our success
- We are never content doing things the conventional way if we believe a better way is available
- We cultivate creativity in others



### SOCIAL INTELLIGENCE

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other



### HUMOUR

- Our humour enables us to express how we feel
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when things don't go as planned
- Acknowledge our partners
- Celebrate success

# Our RAP

Aboriginal and Torres Strait Islander people are the Traditional Owners of the land on which we operate and have been here for over 60,000 years.

We want the libraries and spaces of Casey Cardinia Libraries to be places where Aboriginal and Torres Strait Islander peoples feel safe and welcome.

We want to support Aboriginal and Torres Strait Islander communities by asking them what they want, need, would like from us through consultation and collaboration.

We believe that creating a pathway to reconciliation is important and creating a RAP will help highlight its importance to our community.

We want to ensure that our library collections and programs reflect the richness of Aboriginal and Torres Strait Islander histories and ongoing resilience of Aboriginal and Torres Strait Islander cultures in respectful ways. We refuse to contribute to a white-wash of Australian history.

We include contemporary works by Aboriginal and Torres Strait Islander authors, illustrators and poets in our evolving collections to reflect the ongoing dynamic cultures of First Peoples.

Casey Cardinia Libraries supports and creates employment opportunities for Aboriginal and Torres Strait Islander peoples – by employing library staff, performers, artists, educators, Elders

and through responsible procurement practices.

In the development of this plan, we have engaged with the Bunurong Land Council.

Casey and Cardinia Shire Councils (the Councils) have jointly determined to dissolve Casey Cardinia Libraries by the end of December 2022. It is currently planned that library services will transfer into two separate service models, each servicing the needs of the Casey and Cardinia Shire communities at a date in the final quarter of the 2022 calendar year. For this reason, we have target dates for this RAP that all sit within the 2022 calendar year. This will enable us to complete the actions before our library services transition to the future service providers.

CCL began our draft RAP journey in 2017. This early version was not submitted as a draft to Reconciliation Australia, but many of the current RAP Working Group contributed to this early document and there were learnings from the process and some positive actions that were completed as a result of the development process. These included:

- Employment of two Aboriginal and Torres Strait Islander trainees
- Development of an organisational Statement of Reconciliation

Our RAP is supported internally by team members from a broad range of specialities including senior leadership, customer experience, programming, organisational development, outreach, children's and youth services & library collections:

## **RAP Champion:**

- Beth Luppino – CEO

## **RAP Working Group:**

- Cenza Fulco – Community Engagement Co-ordinator
- Leanne Hornibrook – Collections Manager
- Makaila Giles – Home Library Service Co-ordinator
- Ivy Tucker – Cranbourne Outreach Librarian
- Jo-Anne Hansford – Cardinia Outreach Librarian
- Shaniace Daymond – Customer Experience Officer
- Naomi Woodward – Youth Services Librarian

Aboriginal and Torres Strait Islander team members, as well as those who regularly engage with local Aboriginal and Torres Strait Islander communities, and staff with appropriate leadership and decision-making capacity are all members of our RAP Working Group. We encourage inclusive thinking and the implementation of new ideas.

# Our partnerships and current activities

Development of our library collections is continual. An activity that came out of our previous draft RAP draft was to identify with spine labels all works by Aboriginal and Torres Strait Islander authors, telling Aboriginal and Torres Strait Islander stories, or about Aboriginal and Torres Strait Islander histories or cultures to allow the collection to be easily discoverable and attractive to the whole community.

We made the decision to identify these works through clear labelling so they could be incorporated into the broader library collections, and not separately housed in the library and therefore excluded from discovery through browsing.

Casey Cardinia Libraries regularly plan and deliver programs and services that contribute to our journey towards reconciliation and promote Aboriginal and Torres Strait Islander cultures and stories. Some examples include:

- Library has Legs Cranbourne partnership work with the Balee Koolin Bubup Bush Playgroup (co-facilitated with an Aboriginal educator at RBGV) and the VACCA Koorie Kids Playgroup at Cranbourne Community House School holiday and NAIDOC programs that

showcase Aboriginal and Torres Strait Islander speakers and performers (such as the Aboriginal and Torres Strait Islander Science and Innovation program run in 2020 with TIPIAC)

- Art spaces and furniture purchasing
- Collections – tagging; purchasing from reputable suppliers, Aboriginal organisations or direct from authors
- Sharing Local Aboriginal and Torres Strait Islander stories and voices, where appropriate and respectful
- Library podcast featuring First Nations works and authors

In 2017 CCL employed two trainees through an Indigenous Employment Program facilitated by Max Employment and MEGT. Shaniace started with CCL as a trainee in early 2017 and made an outstanding contribution from Day 1. Shaniace is now a permanent CCL staff member.



# Relationships



Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	June 2022	Chief Executive Officer (CEO)
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	August 2022	General Manager Customer Experience (GMCE)
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022	Outreach Librarian
	• RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2022	General Manager Organisational Development (GMOD)
	• 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	CEO
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all staff.	May 2022	CEO
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June 2022	Outreach Librarian
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2022	GMCE
4. Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	September 2022	GMOD
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2022	GMOD



# Respect



Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	• 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 2022	GMCE
	• Conduct a review of cultural learning needs within our organisation.	July 2022	GMOD
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	September 2022	CEO
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2022	GMOD
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	Community Engagement Coordinator (CEC)
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2022	CEC
	• RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2022	CEC

# Opportunities



Action	Deliverable	Timeline	Responsibility
8. 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.	August 2022	GMOD
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August 2022	GMOD
9. 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 2022	GMCE
	• Investigate Supply Nation membership.	July 2022	GMCE

# Governance



Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form a RWG to govern RAP implementation.	May 2022	CEO
	• Draft a Terms of Reference for the RWG.	May 2022	CEO
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2022	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	May 2022	GMCE
	• Engage senior leaders in the delivery of RAP commitments.	May 2022	CEO
	• Appoint a senior leader to champion our RAP internally.	May 2022	CEO
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2022	GMCE
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	CEO
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 August annually	CEO
	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	CEO
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia's website to begin developing our next RAP.	December 2022	CEO

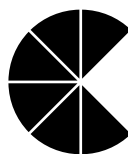
# Contact details

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Casey  
Cardinia  
Libraries



Libraries  
Change Lives



RECONCILIATION  
ACTION PLAN

REFLECT