

# INNOVATE Reconciliation Action Plan

November 2024 - November 2026

KEEP  
YOUR SPIRIT  
STRONG



RECONCILIATION  
ACTION PLAN

INNOVATE



Zonta House  
Refuge Association  
Safe Supportive Respectful



**KEEP  
YOUR SPIRIT STRONG**



# ARTWORK STORY

Through dedication and compassion, Zonta House strives to uplift the lives of women who have endured the harrowing ordeal of domestic violence within a richly diverse community. With integrity and care, they seek to provide a sanctuary where every woman feels empowered and supported.

This artwork represents women standing shoulder to shoulder united in love and solidarity. Amongst them, the towering presence of mountains serves as a poignant reminder of the challenges overcome and the resilience forged in the face of adversity. Cultural diversity is celebrated and symbolised by the unity of many cultures.

Embodied within the graceful figures of spirit women is the unwavering tenacity to keep one's spirit flame amidst darkness, striving towards a brighter tomorrow.

The image of a strong tree not only shows growth but also vitality of life itself, reflecting the unbreakable spirit of dreamers. The U-shaped symbols, honour the individual journeys of each woman, recognising the unique path travelled towards healing and wholeness.

As they navigate the complexities of their lives, Zonta House stays true to its promise: to create a safe place where women can find comfort, strength, and hope for a brighter future.

*LAA staff were privileged to be a part of this project, it's not often they are given the opportunity. It allowed them to bring their ideas together and create an empowering piece for a special organisation.*

Sophie Walker, Langford Aboriginal Association Inc

Artwork by: Tamara Hayden (lead artist) in collaboration with Langford Aboriginal Association staff members.

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Zonta House acknowledge the Traditional Custodians of this land, the Whadjuk Noongar people, and pay respects to the Elders past and present.

We are committed to honouring Australian Aboriginal and Torres Strait Islander peoples, their unique cultural and spiritual relationship to the land, waters and seas, and their rich contribution to society.

*Photo Credit: Ur Media Agency and Zonta House Refuge Association*

# OUR VISION FOR RECONCILIATION

Zonta House is committed to working alongside Australian Aboriginal and Torres Strait Islander communities in Western Australia. Through collaborative efforts grounded in cultural respect and understanding, we strive to provide safety, support healing, resilience, and upholding dignity within Aboriginal and Torres Strait Islander communities affected by family violence.

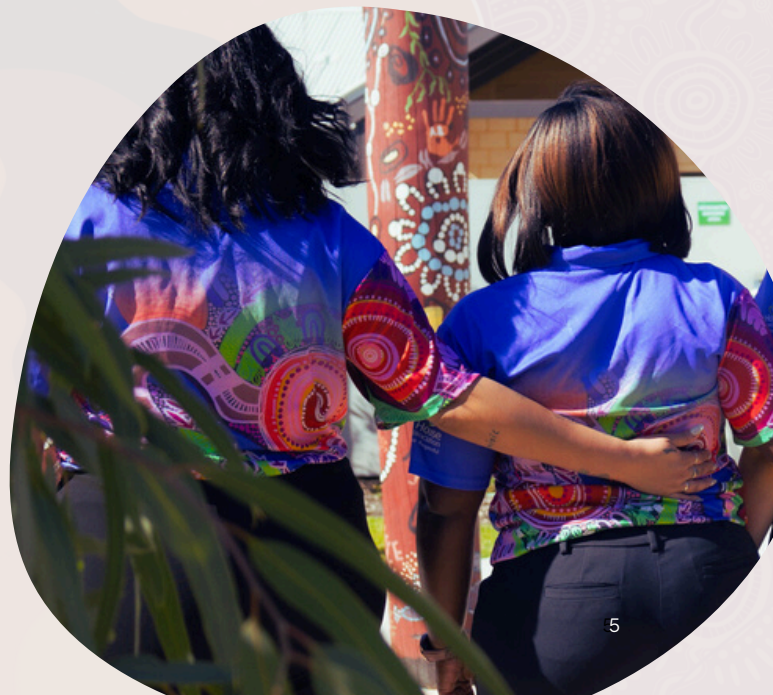
By recognising and amplifying the voices of Aboriginal and Torres Strait Islander leaders and community members, we aim to foster a more inclusive and equitable society where all individuals can live free from violence. We acknowledge the strength and resilience of Australian Aboriginal and Torres Strait Islander cultures and commit to collaborating together on the journey towards healing, truth-telling, reconciliation and justice.

Our organisational vision is a safe and equitable community. This to us, includes an Australia that wholeheartedly acknowledges and celebrates Aboriginal and Torres Strait Islander peoples as the First Australians, rich cultures and profound connection to the land and spirit of Country.

We envision a future where Aboriginal and Torres Strait Islander communities thrive in an environment free from violence. Our commitment to culturally safe practices and service provision aims to foster holistic healing, resilience, and empowerment within our communities. We are dedicated to cultivating an inclusive and supportive network that recognises and celebrates the unique strengths and diversity of Aboriginal and

Torres Strait Islander peoples, while working, tirelessly to ensure that every individual, regardless of background can access culturally safe and supportive workplaces and services. We acknowledge the shared responsibility of all individuals and organisations in creating a society where cultural safety is a fundamental right for every Australian, and where the bonds of family and community are upheld and cherished.

“  
*We will be active allies, making decisions and taking actions through a reconciliation lens.*”



# MESSAGE FROM RECONCILIATION AUSTRALIA

Reconciliation Australia commends Zonta House Refuge Association on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Zonta House Refuge Association to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Zonta House Refuge Association will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of relationships, respect, and opportunities emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Zonta House Refuge Association is part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Zonta House Refuge Association's readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Zonta House Refuge Association on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia





## CHIEF EXECUTIVE OFFICER OF ZONTA HOUSE

As the Chief Executive Officer of Zonta House Refuge Association, I am proud to launch our inaugural Reconciliation Action Plan.

This Reconciliation Action Plan builds on our commitment to contributing to reconciliation in our community and to pay due respect to the oldest living cultures in the World.

It has been an honour to be part of this process and I look forward to the positive impact the actions of the RAP will bring to our organisation, staff, women and families we walk alongside and the greater community.

We strongly believe, acknowledge and commit to action that we all have a role to play in reconciliation. We also understand we are responsible to continue learning, listening and improving as we continue our journey forward.

It is my ambition that our vision, intentions, actions and deliverables go beyond the RAP and become intrinsic to who we are. That Aboriginal and Torres Strait Islander cultures are embedded and celebrated in our community and that we are a place of safety, healing and strength for Aboriginal and Torres Strait Islander women and families affected by family and domestic violence.

### **Kelda Oppermann**

Chief Executive Officer  
Zonta House Refuge Association

# CHAIRPERSON OF ZONTA HOUSE

This is the first Reconciliation Action Plan for Zonta House, which is a significant milestone for the organisation.

This plan continues our journey of understanding, respect and collaboration that commenced some time ago and demonstrates our commitment to reconciliation.

Reconciliation is fundamental to Zonta House's vision for a safe and equitable community. By embracing the cultures and contributions of Aboriginal and Torres Strait Islander peoples and acknowledging the truths of the past, we will be able to contribute to creating a future where all people thrive equally.

We believe that the benefits across our organisation from embracing reconciliation actions will be considerable and that the provision of culturally safe services and support will lead to even better outcomes for the women who need our services.

I would like to thank Zonta House's CEO and the RAP Committee for the work they have done in establishing this RAP.

We are honoured to walk beside the Aboriginal and Torres Strait Islander communities in this initiative and are looking forward to a positive future.

**Melanie Hay**  
Chairperson  
Zonta House Refuge Association





# OUR BUSINESS

Zonta House is a specialist provider of family and domestic violence (FDV) services. Our purpose, values and services have been informed through 40 years of experience, the needs of women in our community and research in leading practice.

We recognise the multifaceted complexities of FDV and the need to address the individual, relational, communal, and societal dynamics at play; and provide a continuum of necessary supports and opportunities for women and their families, from prevention to crisis response to recovery and rebuilding.

Zonta House provides a suite of services for women experiencing FDV that reinforce one another and represent the core of Zonta House's work. That is, when the voices of women are heard, our responses uphold dignity, build on safety, and challenge the drivers of abuse. Victim/Survivors of FDV are able to access responsive and person centred support based on their needs to build a future free from abuse.



Based in Boorloo, Western Australia on Whadjuk Noongar Boodjar, Zonta House currently has a workforce of 73 people working across Full-time, Part-time, Casual and Shift Roles 24/7, with two staff members and two Board Committee members identifying as Aboriginal people. Zonta House supports women of all ages, cultures and demographics from across Australia and the world. In the past year, 30% of women accessing Zonta House services identified as Aboriginal and/or Torres Strait Islander people.

Our sphere of influence includes women and families who are experiencing family and domestic violence, employees, students in tertiary education, government departments, corporate, community and philanthropic organisations and members of the public. We have opportunities to influence through employment, student placements, service delivery, procurement, contract management, training and education to community and organisations and through marketing and social media platforms.



## OUR RAP

Zonta House is committed to embracing and celebrating Aboriginal and Torres Strait Islander cultures, to being a culturally safe workplace and ensuring our services are accessible and welcoming for all Aboriginal and Torres Strait Islander peoples.

Working and living on Whadjuk Noongar Boodja, staff, management and the Board Committee acknowledge the strength and resilience of culture and the impact of the history of colonisation that has continued today. We believe we all have a responsibility in reconciliation and honouring culture and history as we support women, children and families who have experienced family and domestic violence from across Australia.

For many years, Zonta House has continued to learn and work towards building the cultural safety and competence of our organisation. In particular this includes seeking, embracing advice and learning from Aboriginal and Torres Strait Islander Elders, individuals and organisations. This resulted in Zonta House committing to the development of a RAP in the 2021 to 2025 Strategic Plan and subsequent creation of an internal RAP working group in 2022 and external RAP Development Working Group in 2024.



## IN THE PAST 12 MONTHS;

- 8 Smoking, cleansing and water healing ceremonies from Aboriginal Elders.
- Hosting a stall at Marr Mooditj Training Aboriginal Organisation graduation Day.
- Hosting a student placement from Marr Mooditj Training Aboriginal Organisation.
- Hosting 14 workshops with over 90 attendances facilitated by 7 Aboriginal women and Aboriginal Community Controlled Organisations for clients accessing Zonta House services.
- Provided Christmas gift support to families accessing 2 Aboriginal Community Controlled Organisations.
- Overall procurement and commissioning of works with over 20 independent Aboriginal businesses and Aboriginal Community Controlled Organisations.
- 46 staff attendances across 6 cultural education training programs with Australian Childhood Foundation, Kamarang Services, Voice of Hope and South West Kinships.
- 23 staff attendances across 5 community cultural events including for Sorry Day, NAIDOC week and National Reconciliation Week.



A highlight in our history and in the past 12 months was the final construction and fit-out of the fit for purpose Koort Kulaark Refuge accommodating 28 women. It was integral to the entirety of the project, that Aboriginal cultural advice was sought and acted upon and that Aboriginal cultures were respected as we built and provide service on Aboriginal land.

Koort Kulaark, meaning heart of the home in Noongar was named by an Elders group. Also named were nine rooms or areas of the refuge. Zonta House sought advice from local Elders and organisations and worked alongside two Aboriginal Businesses on the interior and exterior designs and additionally commissioned fifteen Aboriginal Community Controlled Organisations during design, construction and fit out stages. Prior to site-works, Zonta House hosted a smoking and cleansing ceremony on-site with the invited guests such as the Builder and State Government representatives. The result of the project is a safe, dignified welcoming space with cultural elements woven through the entirety of the premises.

A Reconciliation Action Plan will enable us to continue to build on the relationships we have and the work we do and make sure we are accountable across our organisation and our services.





## RAP GOVERNANCE

Our Chairperson, Committee and Senior Leadership team are fully committed to our ongoing journey towards our contribution to Reconciliation, with representatives leading and participating in the RAP Development Group and onwards. The Zonta House CEO will be the organisation's RAP Champion and be responsible for advocating for reconciliation internally and externally.

The RAP Development Group membership is as follows:

Chaired by: Kelda Oppermann (CEO) and Jasmine Kadic (Committee Member)

External Members: Aunty Robyn Collard and Aunty Marie Pryor.

Internal Members: Anna Scott (Operations Manager), Kombe Musonda (Team Leader), Adinda Nityasari (HR Business Partner), Natalie Walschofer (Strategic Project Officer), Janieka Eades (Women's Advocate), and Jodie Wyatt (Committee Member).

In preparation for the development of this RAP, Zonta House was preparing through an internal project working group since December 2022. The internal project working group led by the CEO had monthly meetings, progressing and achieving the following:

- Development of draft Terms of Reference and Guidelines for RAP Implementation Group.
- Reviewing of RAPs.
- Engagement with Aboriginal artist to commission new Zonta House t-shirt launched in March 2023.
- Inclusion of two days Cultural Leave in Leave Policy launched in January 2024.
- Application for Reconciliation WA membership and Reconciliation Australia RAP registration.
- Coordination and implementation of twelve month cultural education program for staff, Committee and Subcommittee members.



The RAP Development Group with an invitation to external members was formalised in February 2024 with 50% of all members identified as Aboriginal and/or Torres Strait Islander people. The RAP Development Group will transition to the RAP Implementation Group and seek additional members in the coming months. The RAP Development Group were successful in:

- Finalising Terms of Reference and Guidelines.
- Feedback from external members on the TOR and guidelines.
- Feedback and review on RAP timeline, responsibilities, and design.
- Draft brief for artists and graphic designers.
- Engage in contract with Artist and Designer.
- Review and approval of RAP Artwork.
- Review final draft of RAP.

At Zonta House, we want to ensure that we are embracing and respecting Aboriginal and Torres Strait Islander cultures and this is embedded throughout our organisation. This is actioned through behaviours and attitudes of leadership, staff expectations and accountability, our relationships and partnerships and our governance documents.

This will be measured and monitored by our community reputation and feedback, increases in staff and clients identifying as Aboriginal and/or Torres Strait Islander people and increase in procurement of Aboriginal and/or Torres Strait Islander businesses.



# RELATIONSHIPS

Seeking, building, fostering and embracing relationships with Aboriginal and Torres Strait Islander peoples is integral to our ability to be a culturally safe and welcoming service provider and employer. Relationships inform our strategy, governance, partnerships, service model and delivery and we are committed to ongoing learning through valued relationships and partnerships to increase our influence and contribution to reconciliation in Australia.

**Focus area:** Governance, Operational, Service Delivery

Action	Deliverable	Timeline	Responsibility
<b>1. 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 guiding principles for future engagement.	March 2025	Operations Manager
	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2025	CEO
	Maintain existing and increase working partnerships and relationships with Aboriginal and/or Torres Strait Islander organisations in the delivery of services and support to women and families.	September 2026	Operations Manager
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025 and 2026	Communication & Engagement Officer
	RAP Implementation Group members to participate in an external NRW event.	May, June 2025 and 2026	CEO
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May, June 2025 and 2026	CEO
	Organise at least one NRW event each year.	May 2025 and 2026	Operations Manager



# RELATIONSHIPS

	Register all our NRW events on Reconciliation Australia's <a href="#">NRW website</a> .	May 2025 and 2026	Communication & Engagement Officer
<b>3. Promote reconciliation through our sphere of influence.</b>	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	February 2025	HR Business Partner
	Communicate our commitment to reconciliation publicly.	April 2025	Communication & Engagement Officer
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	May 2025	Operations Manager
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	April 2026	CEO
<b>4. 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.	June 2025	HR Business Partner
	Develop, implement, and communicate an anti-discrimination policy for our organisation.	June 2025	HR Business Partner
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	January 2025	HR Business Partner
	Educate senior leaders on the effects of racism.	June 2025	HR Business Partner



Aboriginal and Torres Strait Islander cultures are the oldest living cultures in the world. As an organisation we acknowledge the strengths and hold respect for culture whilst also recognising the devastating impacts of colonisation. We respect the voices of Aboriginal and Torres Strait Islander peoples, Elders and organisations, the importance of self determination and promote the importance of engagement in culture for healing.

**Focus area:** Governance, Operational, Service Delivery

Action	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	Conduct a review of cultural learning needs within our organisation.	January 2025	Operations Manager
	Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	January 2026	Chair with RAP Implementation Group
	Develop, implement, and communicate a cultural learning strategy document for our staff.	February 2026	HR Business Partner
	Provide opportunities for RAP Working Group members, HR staff and other key leadership staff to participate in formal and structured cultural learning.	October 2025	CEO
	Provide cultural experience opportunities for clients such as bush medicine, bush tucker, weaving and art workshops through engagement with a variety of local First Nation stakeholders and businesses which changes each semester.	December 2025	Operations Manager
<b>6. 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.	June 2025	HR Business Partner



<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	April 2025	CEO
	Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	September 2026	CEO
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	May 2025	CEO
	Establish relationship with local ILUA (Indigenous Land Use Agreement) to inform appropriate cultural protocols on land which we are working and supporting people.	August 2026	CEO
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	RAP Implementation Group to participate in an external NAIDOC Week event.	July 2025 July 2026	RAP Implementation Group
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	April 2025	HR Business Partner
	Promote and encourage participation in external NAIDOC events to all staff.	July 2026	CEO
	Host internal NAIDOC week celebrations.	July 2025 July 2026	Operation Manager



# OPPORTUNITIES

Embracing and respecting Aboriginal and Torres Strait Islander cultures are embedded in the organisation. This includes engaging with Aboriginal and Torres Strait Islander peoples and organisations to support the operations of Zonta House and deliver services. There is a continuous focus on recruitment and retention of an Aboriginal and Torres Strait Islander workforce, engagement and fostering relationships with external organisations to deliver support and services to clients. We also endeavour to engage Aboriginal and Torres Strait Islander businesses in operational contract works.

**Focus area:** Governance, Operational, Service Delivery

Action	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.</b>	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	February 2025	CEO
	Engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	March 2025	HR Business Partner
	Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	October 2025	HR Business Partner
	Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	October 2026	HR Business Partner
	Review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	June 2025	HR Business Partner
	Maintain Aboriginal and/or Torres Strait Islander representation on the Zonta House Board Committee.	November 2025	Chairperson



# OPPORTUNITIES

<p><b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b></p>	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	March 2025	HR Business Partner
	Investigate Supply Nation membership.	November 2025	RAP Implementation Group
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	October 2026	CEO
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	March 2026	Accountant
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	October 2026	Operations Manager
	Attend locally run events that offer the opportunity to connect and engage with Aboriginal and/or Torres Strait Islander businesses.	June 2025	CEO
	Support, commission and procure from Aboriginal and Torres Strait Islander owned businesses.	October 2026	CEO
	Ensure Aboriginal and/or Torres Strait Islander businesses are included and added to internal Preferred Supplier List.	October 2026	Operations Manager



# GOVERNANCE

Action	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Implementation Group (RIG) to drive governance of the RAP.</b>	Maintain a minimum of 50% Aboriginal and Torres Strait Islander representation on the RIG.	October 2026	CEO
	Establish and apply a Terms of Reference for the RWG.	November 2024	CEO
	Meet at least four times per year to drive and monitor RAP implementation.	November 2024 February 2025 May 2025 August 2025 November 2025 February 2026 May 2026 August 2026	HR Business Partner
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	Define resource needs for RAP implementation.	May 2025 May 2026	CEO
	Engage our senior leaders and other staff in the delivery of RAP commitments.	November 2024 January 2025 August 2025 January 2026 August 2026	CEO



# GOVERNANCE

	Define and maintain appropriate systems to track, measure and report on RAP commitments.	January 2025 August 2025 January 2026 August 2026	Strategic Project Officer
	Appoint and maintain an internal RAP Champion from senior management.	November 2024	CEO
	Ensure commitment to reconciliation is included in Strategic and Operational Plans.	April 2026	Chairperson
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	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 2025 June 2026	Strategic Project Officer
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey .	1 August 2025 1 August 2026	Strategic Project Officer
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September 2025 30 September 2026	Strategic Project Officer

	Report RAP progress to all staff and senior leaders quarterly.	December 2024 March 2025 June 2025 September 2025 December 2025 March 2026 September 2026 November 2026	CEO
	Publicly report our RAP achievements, challenges and learnings, annually.	October 2025 October 2026 November 2026	CEO
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	March 2026	CEO
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	October 2026	CEO
<b>13. 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.	September 2026	CEO

# OUR RAP JOURNEY







# CONTACT DETAILS



**Zonta House**  
Refuge Association  
Safe Supportive Respectful

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[info@zontahouse.org.au](mailto:info@zontahouse.org.au)



[www.zontahouse.org.au](http://www.zontahouse.org.au)