



Royal Flying Doctor Service

# RFDS Reconciliation Action Plan Year in Review

November 2021 – November 2022







## Acknowledgement of Country

The Royal Flying Doctor Service acknowledges the Traditional Custodians throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to the people, their cultures and to Elders past and present.

# Message from RFDS Federation Executive Director



We are very proud to have launched our third Reconciliation Action Plan (RAP) in November 2021. This RAP demonstrates our collective sense of determination to do more and to do better. Whilst there is still a long way to go, being a part of the reconciliation movement remains a genuine and central priority for the Royal Flying Doctor Service.

During this first year of our new RAP, we have seen strong support and leadership from the Federation Board and CEOs with new governance arrangements established to ensure accountability. This includes the appointment of a RAP Champion on all RFDS Boards, the establishment of a Steering Committee made up of these Board Champions and external experts,

and the employment of our first ever National RAP Coordinator who has established a national Yarning Circle as a culturally safe space for First Nations Staff to meet. Each Section and Operation has established Local RAP Advisory Groups to lead the implementation of the RAP locally.

Our Federation RAP Working Group has been meeting regularly and nine RFDS staff attended the Reconciliation Australia Conference in June. This was a wonderful opportunity to learn from other RAP organisations and bring RFDS staff together from across the country. Collaboration during the COVID19 response and vaccination rollout has developed strong relationships with many ACCHOS, Aboriginal Medical Services and other key stakeholders across the country. Reflections on key learnings have been shared internally and there is work ongoing to further strengthen these relationships and develop sustainable partnerships in a shared effort to improve the health and wellbeing of First Australians.

Formal partnerships continue with; the Australian Indigenous Doctor's Association; the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives; and, the Indigenous Allied Health Australia to deliver Aboriginal and Torres Strait Islander Health Scholarships for students undertaking clinical placements in remote and rural Australia. Important dates including Close the Gap Day, National Reconciliation Week and NAIDOC week are well embedded on the RFDS calendar with a huge

variety of local events being held and attended every year.

Our focus in the next year will be taking on the results of our first Workplace RAP Barometer ensuring effective engagement with all staff in various roles throughout the country; ensuring cultural learning relevant to these differing roles; and, development and implementation of a national procurement strategy.

Externally in the past year, we have seen the formal beginning of the 47th Parliament of Australia and a new Government that appointed a new Minister for Indigenous Australians, Wiradjuri woman, the Hon. Linda Burney MP. With work around an Indigenous Voice to Parliament and a potential referendum there seems a feeling of momentum and hope. Reconciliation Australia has celebrated 15 years since the launch of their RAP program and has grown a network of over 2000 like minded organisations, influencing close to 4 million people in Australia every day. This is a network that the RFDS is proud to be part of and considered a leader as a Stretch RAP partner.

At the conclusion of this first year, we wanted to do more than just report on our actions and achievements, to tell the stories of our staff, the partners we work with and the communities we serve. It is just some of these stories that can be found in the pages of this Year in Review.

**Frank Quinlan**





## Our Vision for Reconciliation

The RFDS vision for reconciliation is for unity, equity and respect between Aboriginal and Torres Strait Islander peoples and all other Australians. In particular, the RFDS strives for our First Peoples to have access to culturally safe health services that will contribute to longer, healthier lives.

Through our reconciliation journey, the RFDS is committed to working in close partnership with Aboriginal and Torres Strait Islander peoples and communities, and ensuring our staff are on an ongoing path of cultural learning to deepen our understanding of Aboriginal and Torres Strait Islander cultures and histories.

The RFDS respects and acknowledges Aboriginal and Torres Strait Islander peoples as the First Australians. We are committed to creating a culturally safe workplace that fosters a deep understanding of the ongoing impact of dispossession, colonisation and genocide.



# Why is Reconciliation Important to Us?

The RFDS takes seriously the importance of a RAP and our contribution to working towards genuine and meaningful reconciliation. Our RAP represents our collective sense of determination to do more, to do better, and a genuine desire to achieve equity and reconciliation.

Working with Aboriginal and Torres Strait Islander people and communities is a core part of our service delivery. As a leading health care provider in Australia, we are committed to ensuring our services actively and purposefully contribute to Closing the Gap by improving both health outcomes and access to culturally appropriate health services for Aboriginal and Torres Strait Islander people.

Significantly, almost half of all patients the RFDS provides critical healthcare services to are Aboriginal and Torres Strait Islander people. Over 60 per cent of the Aboriginal and Torres Strait Islander population live in rural and remote Australia. The RFDS service area is diverse, with a national service footprint of 7.69 million square km. This means we work across hundreds of different clan groups or 'nations', many with distinctive cultures, beliefs and languages. Through listening, learning, collaboration and partnership, the RFDS are working to build on our relationships with the communities we serve to ensure community-led, culturally appropriate and holistic services delivered in genuine partnership.





## Relationships

The RFDS is focused on developing genuine relationships with Aboriginal and Torres Strait Islander peoples, communities and service providers to improve and promote positive health and well-being.



## Key Achievements

- > Across the RFDS there are 32 formal partnerships and 37 informal partnerships with Aboriginal and Torres Strait Islander organisations.
- > National Reconciliation Week, its purpose and significance, is embedded in annual RFDS activity. In 2022 the RFDS held 27 National Reconciliation Week events around the country and 9 staff attended the National RAP Conference.
- > A National RAP Engagement Strategy has been developed to provide principles, timelines and resources for engagement of internal and external stakeholders along our reconciliation journey.

## Priorities for next year

- > Informed by the results of the Workplace RAP Barometer, we will work to successfully implement the National Engagement Strategy to ensure every RFDS Staff member is familiar with the RAP, understands its importance and how they can contribute to the RFDS reconciliation journey.
- > Foster knowledge understanding and inquiry throughout the RFDS about the objectives of the Uluru Statement and an Indigenous Voice to Parliament.
- > Continue to build on and strengthen relationships with Aboriginal and Torres Strait Islander communities and partners, at local and national levels.



# COVID Partnerships

Responding to the COVID-19 pandemic has seen the RFDS working closely and effectively with First Nations communities across our service footprint. The vaccination rollout has involved strong partnerships with Aboriginal Health Services and community members: sharing data, attending vaccination clinics together, educating the community, answering questions and often even going door to door to offer vaccinations to people where they are most comfortable. We worked to ensure it was a community-led approach with time, and the development of relationships and trust were imperative to success.





# Island Resilience

Since September 2021, RFDS crews have been flying to the remote island community of Galiwin'ku, located 520 kilometres north-east of Darwin, delivering COVID-19 vaccines in partnership with Miwatj Aboriginal Health Corporation. RFDS staff together with local Aboriginal health workers travelled in a rugged four-wheel drive, affectionately known as the "Vaxy Taxi", encouraging the local community to get their COVID-19 vaccinations.

Hampered by vaccine misinformation and hesitancy within the community, RFDS Vaccination Nurse Jodie Tayler (pictured on cover) said the rollout was initially very challenging.

"The hardest thing when we first came in was changing the story. Some people were picking up messages on social media that 'getting the needle' was going to kill them." Jodie said.

"But we listened and explained how COVID spreads, through techniques such as blowing bubbles. We had many discussions to explain that COVID was likely to come to community and that having this 'safe needle' would protect everybody."

Together, Miwatj and the RFDS devised a unique and flexible service model, preparing small batches of vaccines and transporting them in a portable fridge around the island. As they travelled around, teams were greeted by smiles, waves and shouts of "manymuk" (Yolngu for "good/thanks").

"We'll just drive around the whole community – people will yell out to us and tell us if they're wanting the vaccination, we'll just pull up and vaccinate on the road, wherever we are." Jodie said.

For many Yolngu people who live in Galiwin'ku, English is not their first language and is rarely the primary language spoken at home.

This is where Miwatj Environmental Health Worker, Brando Yambalpal (pictured), was instrumental, helping deliver public health messages in the local Yolngu language. Born and raised in Galiwin'ku, you will not find a person more passionate about the island community. "We are working hard to help the people in the community working side-by-side with the Royal Flying Doctor Service," Brando said.

"Helping people understand and encouraging people to get the vaccine – to make a better place, a better community for the people to live and work."



Photo: Miwatj Environmental Health Worker, Brando Yambalpal



# Healthy Smiles at the base of Uluru

The RFDS have been developing strong partnerships with local communities to deliver culturally appropriate services.

At the base of Uluru, RFDS Central Operations staff are working together with the Aboriginal Community of Mutitjulu to promote healthy smiles and happy lives. The RFDS Remote Oral Health Care team has been flying into the community, working in partnership with the Central Australian Aboriginal Congress and the local Anangu, Pitjantjatjara and Yankunytjatjara people to deliver treatment, preventative care and health education. While initially running clinics in Mutitjulu over a couple of days, RFDS Senior Dentist Dr Vaibhav Garg said the team now stays in community for up to two weeks due to the uptake from locals.

“We have little kids that run over as soon as they see the dental truck, and when they see us coming in, they want to have their teeth checked and fluoride toothpaste put on their teeth,” he said.

“We have mums bringing in all of the family. We have sisters, aunties and elders who come in and ask us what sort of message they can be helping to pass on about good oral health.

“When you spend time with the Mutitjulu community, and they start to tell you their connection to this place and the stories and the culture that’s linked to this place... that is the ultimate privilege.”





# RFDS strengthens connections with Cape York communities

RFDS Queensland together with the Queensland Mental Health Commission launched a program called 'Faces of the Cape', capturing images and stories of people in communities serviced by the Flying Doctor's Far North Mental Health and Wellbeing Service. This includes Lockhart River, Northern Peninsula Area, Kowanyama, Pormpuraaw, Mapoon, Napranum, Laura and Wujal Wujal.

RFDS Manager - Far North Mental Health, Jos Middleton, said the program provides a wonderful opportunity to strengthen connections with First Nations people in the Cape.

"Participants will chat with a mental health clinician during their photoshoot and discuss what provides them with strength while living in community," she said.

"Each response will be captured and presented alongside the framed photograph of the individual or family, and provided to the participant to keep." "The project provides community members with the opportunity to share a meaningful story which can inspire others to have the confidence to share their own tales."

Ms Middleton said the program also raises awareness of the mental health services available to community members, in addition to encouraging participants to consider what is important for their own mental health and wellbeing.

Alau Beach, Umagico is a place for Melani, Mikey and their family to destress. The family will often come down to fish or swim. The sound of the water on the beach, sunsets and calming surrounds make coming here peaceful. Mikey has memories of coming down here when he was a child and he enjoys bringing his own family now.



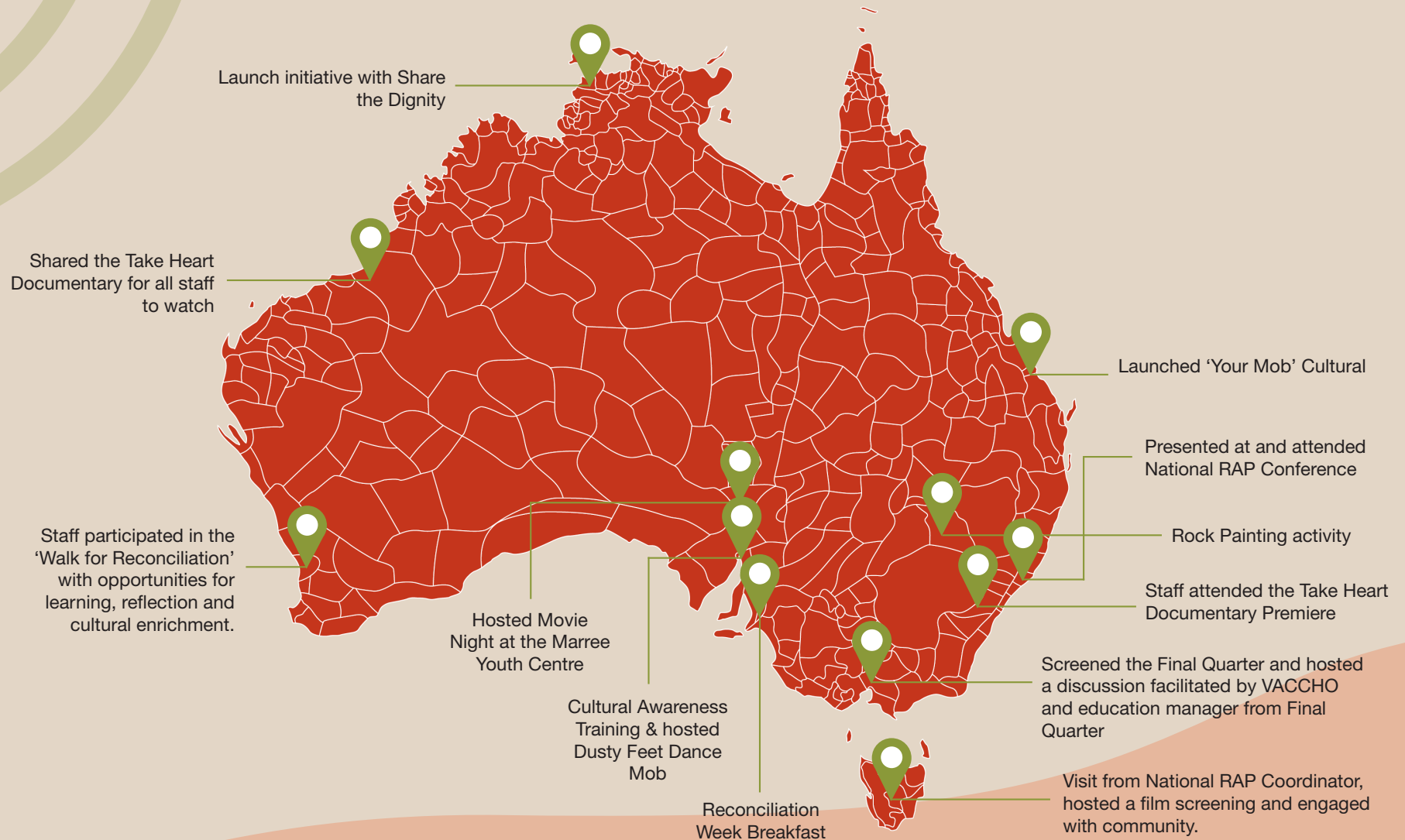
"I'm happy getting my photo taken. It's my memory, my life, gardening makes me feel good. I'm happy you are taking my photo of me and my garden. This is my life and that makes me happy. Thank you."  
– Nullum Pascoe, Lockhart River (pictured)

Alongside presenting an opportunity for conversation and recognising the impact of dispossession on family history and stories, Faces of the Cape allows communities to capture an image of their family and home for future generations.



# National Reconciliation Week

Each year, National Reconciliation Week (27 May – 3 June) celebrates and builds on respectful relationships shared by Aboriginal and Torres Strait Islander people and other Australians. It's a time for us to learn about our shared histories, cultures and achievements, and to explore how each of us can contribute to achieving reconciliation. National Reconciliation Week has become a key part of the RFDS calendar and this year we celebrated with a number of different events.





During National Reconciliation Week this year, the RFDS Central Operations crews were encouraged to get involved in a Connecting to Country photo activity as a practical way of acknowledging the Traditional Owners of the lands on which we work and deliver our services. Below are some of the results of our team's creativity in connecting to Traditional Lands and Aboriginal communities!







# Respect

As a large employer, we are focused on building the cultural safety of our workplace and the cultural competency of our workforce.



## Key Achievements

- > The RFDS Cultural Protocols Document has been reviewed and an updated version published, distributed to staff and included in new starter packs.
- > Many cultural protocols are well embedded into RFDS activities, with Acknowledgements of Country recognised at all significant internal meetings; and Welcomes to Country provided by Traditional Owners at all significant national and local events.
- > Over 2000 staff or 80% of employees have completed some form of cultural learning in the past year.
- > A review of cultural learning needs and offerings has been completed, with agreement to go beyond the initial commitments of the RAP to ensure 100% of RFDS staff complete cultural training.
- > Each RFDS Sections and Operations has commissioned a First Nations Artwork now on display and used on uniforms, publications and promotional materials

## Priorities for next year

- > Informed by the results of the Workplace RAP Barometer, finalise development of a National Cultural Learning Framework to guide cultural learning activities and planning for all RFDS staff to complete training.
- > Ensure cultural protocols are well and understood by all staff.
- > Develop and publish National Clinical Cultural Safety Standards.





# Increasing Visibility > First Nations Artwork

The RFDS are privileged to have engaged with First Nations artists across the country and to be able to enjoy and share their incredible works. We acknowledge that Aboriginal and Torres Strait Islander art is the first art of this nation, an ancient visual gift of culture and learning that communicates history, story and language.

Each of the RFDS Sections and Operations have now commissioned their own First Nations artwork that has been produced by local artists. These artworks tell a story of the RFDS connection to community in each area and are utilised in our offices, on staff t-shirts and throughout the organisation. These works demonstrate the diversity of the RFDS footprint and the communities we engage with.



## Trudy Sloane – for RFDS South Eastern Section (NSW)

This work is by artist and Wiradjuri Woman, Trudy Sloane and depicts the RFDS with our aircraft depicted as circling birds that fly in and out of communities.

The white lines show where we fly and the people we transfer, with the centre representing the RFDS hub. The reds and blues represent our RFDS brand; the browns, orange and charcoal are representative of the lands we work in and on.

The faint hand and footprints in the background represent those who have been here before us. The horseshoe shapes around the circles represent the people of the communities.

The snake-link figures represent the rivers, and the colours represent the landscape we live and work on.





## Kelly Taylor and T'keyah Ware – for RFDS Central Operations (SA & NT)

This artwork was created by mother and daughter Antakirinja/Yankunytjatjara/Kokatha artists in South Australia.

Titled 'Flight Journey Line' the storyline depicts the Flying Doctor's ongoing presence in remote communities where crews provide emergency evacuations, primary health care, mental health care, oral health care and chronic disease management.

The artwork shows a blue line tracing an aircraft's journey past waterholes, remote communities and towns along with showing tracks and trails of the RFDS's past, present and future.

The footprints represent the RFDS specialist health care teams in different remote communities and towns, while blue dots represent the ocean and the earth colours represent the land.





## Wudarabin Snider - for RFDS Queensland

Wudarabin Snider created this artwork called “Lore’s” for RFDS QLD.

Values and beliefs are important for a person’s spiritual and physical wellbeing. Lores refers to the customs our Bama (Aboriginal people) have, it is our value and beliefs. We share this Lore through our culture, stories, songs, dance and art. My painting represents this Lore through the cultural artifacts depicted, which also relates to the core values of the Royal Flying Doctor Service. The boomerangs represent the value of commercially astute as a person has to be very sharp and clear to be able throw a boomerang and make it return.

The firesticks represent mutual care and respect. Our people would make a fire to show their respect when passing through neighboring clans’ territory and for smoking ceremonies to show care for their wellbeing. The large shields represent the theme safety and quality as the shields were used by our people for protection. The clapsticks were used around the fire to sing songs, and share stories, as a community together, in a collaborative environment. The huts symbolize the safety and shelter we had in an open and transparent environment. The birds represent the Flying Doctor, being proud and passionate as they fly high in the sky like the planes. There is also surrounding Bama (Aboriginal) dot art, which shows my pride and passion in my culture, especially the white dots which represent my bubu (country) Laura and the ancient cave art.



## Gypsy Draven - for RFDS Tasmania

This painting was created for the RFDS in Tasmania by Gypsy Draven, a Bundjalung woman originally from New South Wales.

The artwork storyline depicts the Royal Flying Doctor Service travelling across waters, mountains and country to help people in the need of medical assistance. It shows many journeys each year and the people we meet and help to heal.

“They (the RFDS) show dedication and passion in the work they do for all communities. They are truly the beautiful spirits of the skies and the lands”, says Gypsy.





## Vera and Jason Dimer – for RFDS Western Operations (Western Australia)

This artwork was created by artists Vera and Jason Dimer in Kalgoorlie, Western Australia entitled “Thirta Pulka Yilkarri (Big Bird in the Sky)”.

The painting represents communities and their relationship to the RFDS and the plants on the land that are used to heal the Aboriginal people.

Waterholes and creeks give life to the fauna and flora, including quandongs, berries, karkulras, currant bush, witchetty grubs and honeyants.



## Luke and Siena Tieri – for RFDS Victoria

The artwork, titled “Mugu-Woka Yurrtha”, was designed and created by Bayadherra, which was founded by proud young Aboriginal Yorta Yorta brother and sister, Luke and Siena Tieri.

The artwork depicts the connection between the Flying Doctor and Aboriginal and Torres Strait Islander communities across Victoria.

It signifies the commitment, engagement and relationship of RFDS with Aboriginal and Torres Strait Islander people to provide safe, culturally appropriate access to health care services and programs.

“Mugu-Woka Yurrtha” will be used across RFDS Victoria in a number of different applications to demonstrate our commitment to working with Aboriginal and Torres Strait Islander communities across the state.





# Increasing Local Understanding > South Eastern Cultural Perspective Training

The RFDS South Eastern Section Aboriginal Leadership Group identified a need to provide cultural training that was relevant to their service area.

The leadership group had the knowledge, expertise and experience to develop their own specific cultural learning program, one that would deliver what they felt our staff should know, and what was useful information that would enable them to form therapeutic relationships with our communities.

A training program has been developed with the goal of generating awareness of cultural competence in one's own practice and to improve understanding of contemporary Aboriginal communities within the South Eastern footprint. Feedback from staff has overall, been extremely positive.



| Pictured: Members of the Aboriginal Leadership Group from Dubbo in early 2022. Camilla Purvis, Kellyann Johnson, Kate Dickinson, Jenny Beach and Irene Peachey.



# Karleigh's reflections from Working on Country

RFDS Western Operations Dental Assistant and Quality Lead for Dental, Karleigh Barbour, says she is incredibly privileged to fly and work in some of the world's most remote and vulnerable Aboriginal communities in Western Australia. Karleigh works as part of a team of RFDS primary healthcare clinicians who are committed to developing strong relationships and trust in remote WA communities where RFDS clinics are provided on a fly-in fly-out basis.

Since commencing with the RFDS in 2017, Karleigh travels to remote communities across the Goldfields, Midwest and Kimberley regions of Western Australia to provide free dental treatment, preventative care and health education.

Through her experiences, Karleigh said education, empathy and listening has been vital on her journey of reconciliation. "It is our responsibility to educate ourselves on Australia's historical events to acknowledge and understand what Indigenous Australians went through," she said.

"Educating myself and understanding what intergenerational trauma looks like has helped me build everlasting relationships with my patients in remote communities where I feel accepted and welcome.

"I show respect to Indigenous peoples, respect to country and respect to the land I am on, walking side by side with my patients to build powerful relationships and a better path ahead. To me this is reconciliation."

Recognising the crucial importance of delivering culturally safe, secure and competent care to her patients, Karleigh has gone one step further by sharing her knowledge and developing educational resources to empower new RFDS clinicians. "The RFDS is in a unique and privileged position to progress reconciliation as we operate on the forefront of addressing Indigenous health needs in partnership with local Aboriginal Medical Services," she said.

"Patients are more likely to attend a clinic and access care without shame or fear when they feel and know their caregivers understand their cultural needs. Building trust between the patient and the clinician sits at the heart of delivering culturally safe, secure and competent healthcare.

"Ensuring health equity for our First Nations people living in remote WA communities is an immense responsibility, highly rewarding and meaningful work. It's important to continue to build on what we are doing now, there's so much more we can be doing."







# Opportunities

We recognise that the knowledge, skills and experiences of Aboriginal and Torres Strait Islander staff, community members, stakeholders and partners make us a more innovative, creative and stronger organisation.



## Key Achievements

- > There are currently 33 RFDS staff that identify as Aboriginal or Torres Strait Islander.
- > We have employed our first National RAP Coordinator who has established a national Yarning Circle as a culturally safe space for First Nations Staff to network.
- > There are now First Nations Members on each of our Federation; Western Operations; Central Operations; Queensland; and, Tasmania Boards.
- > The RFDS spent \$120,764 in procuring goods and services from, and held contracts with, 28 Aboriginal and Torres Strait Islander businesses in the last financial year.

## Priorities for next year

- > Develop and successfully implement a National RFDS Aboriginal and Torres Strait Islander Employment Strategy to guide activities to grow our Indigenous workforce to 2.5%
- > Develop and successfully implement a National RFDS Aboriginal and Torres Strait Islander Procurement Strategy
- > Harness research activities and capabilities to inform policy and advocacy to improve Aboriginal and Torres Strait Islander health outcomes.





# Guidance from First Nations Voices > South Eastern Section Aboriginal Leadership Group

RFDS South Eastern Section works closely with communities with a high proportion of Aboriginal and Torres Strait Islander people. It was important to have First Nations voices guiding services within these communities and to bring together First Nations staff within the organisation, so in October 2021 an Aboriginal Leadership Group was established. This group has been meeting monthly ever since and includes representatives from Sydney, Broken Hill, Dubbo and Lightning Ridge. Whilst initially established by First Nations staff to provide voice on relevant matters, the group has since expanded with all interested staff invited to join the group, which now consists of both Indigenous and non-Indigenous employees. The group have achieved a lot and are now the leaders on the RAP in SE Section.

In addition to developing the Cultural Perspectives training that was described earlier in this report, they were responsible for commissioning a First Nations artwork for the South Eastern Section and developing the artwork into a resource that is now utilised throughout the organisation. The group have also developed the the South Eastern Section Aboriginal Health and Leadership Plan for 2022-2024 which will help create clear pathways for First Nations employees to achieve leadership level positions. The group have organised successful activities for NAIDOC and National Reconciliation Week across all three South Eastern bases. They also have a permanent seat in the SE Health Leadership Team.

# National RAP Coordinator

To further drive and guide our reconciliation journey, for the first time we now have a National RAP Coordinator, Ms Kira-Lea Dargin, who joined the Federation Office team in late 2021. We are very privileged to be guided by Kira-Lea who is a Wiradjuri woman from Central NSW Riverina.

# Supporting Advocacy Initiatives > Take Heart Deadly Heart

The RFDS Federation Office sponsored and attended the premiere of the film *Take Heart, Deadly Heart* which was launched on National Close the Gap Day in March and focuses on the impact of and solutions to eradicate Rheumatic Heart Disease in Aboriginal and Torres Strait Islander communities. As a sponsor, the RFDS were able to share the film with staff and many Sections and Operations utilised this opportunity during Reconciliation, Week hosting, film screenings for staff. We were very pleased to be able to use our platform and networks to promote this important cause.





## Darwin Dignity Drive

In Darwin, the RFDS is supporting Share the Dignity's Indigenous Menstrual Health Program.

RFDS Darwin Operations Manager, Sam Bennett said RFDS crews will utilise existing flight routes, outreach health clinics and connections with communities to distribute donated items.

"We are really excited to support Share the Dignity's Indigenous Menstrual Health Program across the NT, using our extensive reach and established relationships with communities to provide vital items to those who ordinarily don't have affordable and convenient access," she said.

"We have already received a pallet of more than 1,000 packs of period products, as well as new underwear, that will be prepared in individual, reusable bags for First Nations women in remote areas."

Share the Dignity Founder and Managing Director, Rochelle Courtenay said she is delighted to have the support of the RFDS.

"Everyone should be able to manage their period with dignity and we know it can be especially difficult in remote communities due to the price of period products skyrocketing," Rochelle said.

"By working with the RFDS we no longer have to worry about how we will get the period products to remote areas in the NT."

The RFDS will look to explore further opportunities to support Share the Dignity, as it continues to deliver the finest care to the furthest corner.







# Governance

Our RAP belongs to our whole organisation. Achieving our objectives and contributing positively to the reconciliation movement requires leadership, commitment and accountability from all staff.

# Improving Accountability > New Governance Structures

To strengthen the accountability for our RAP we have introduced new governance arrangements to ensure leadership and engagement throughout the organisation.

This includes:

- > The appointment of a RAP Champion on all RFDS Boards.
- > The establishment of a Steering Committee, comprising these Board Champions and external experts.
- > The RAP is a standing agenda item on all executive meetings, including Board and CEO meetings.
- > Each Section/Operation have established Local RAP Advisory Groups to lead the implementation of the RAP locally.
- > Key RAP targets have been included in the KPIs of all relevant executive staff.

# RAP Workplace Barometer

For the first time, the RFDS have participated in Reconciliation Australia's biennial Workplace RAP Barometer. This is a staff survey that gives us insight into how the RFDS reconciliation journey is tracking in comparison to the broader Australian public and other RAP organisations. It will also provide insight into how the RFDS is progressing over time when we participate again in two years time.

Some key findings from the survey demonstrated positive progress:

- > 86% of staff either knew or thought they knew who the Traditional Custodians are of the land they work on
- > 62% of staff believe the RFDS have a genuine and strong commitment toward Reconciliation and First Nations stakeholders
- > 66% of staff said they had participated in 3 or more RAP activities in the past year

Results also provide direction on where more work needs to be done:

- > 23% of staff were unsure if we have a Reconciliation Action Plan. We aim for every staff member to know we have a RAP and recognise reconciliation as core business.
- > Only 70% of staff said they would feel comfortable delivering an Acknowledgement of Country. As per our Cultural Protocols we would like all staff to feel confident providing an Acknowledgement of Country.
- > 30% of staff said they did not know how to get involved with Reconciliation Activities. Through our Engagement Strategy we want all staff to know what opportunities exist to get involved with the RFDS reconciliation journey.



