



RECONCILIATION
ACTION PLAN

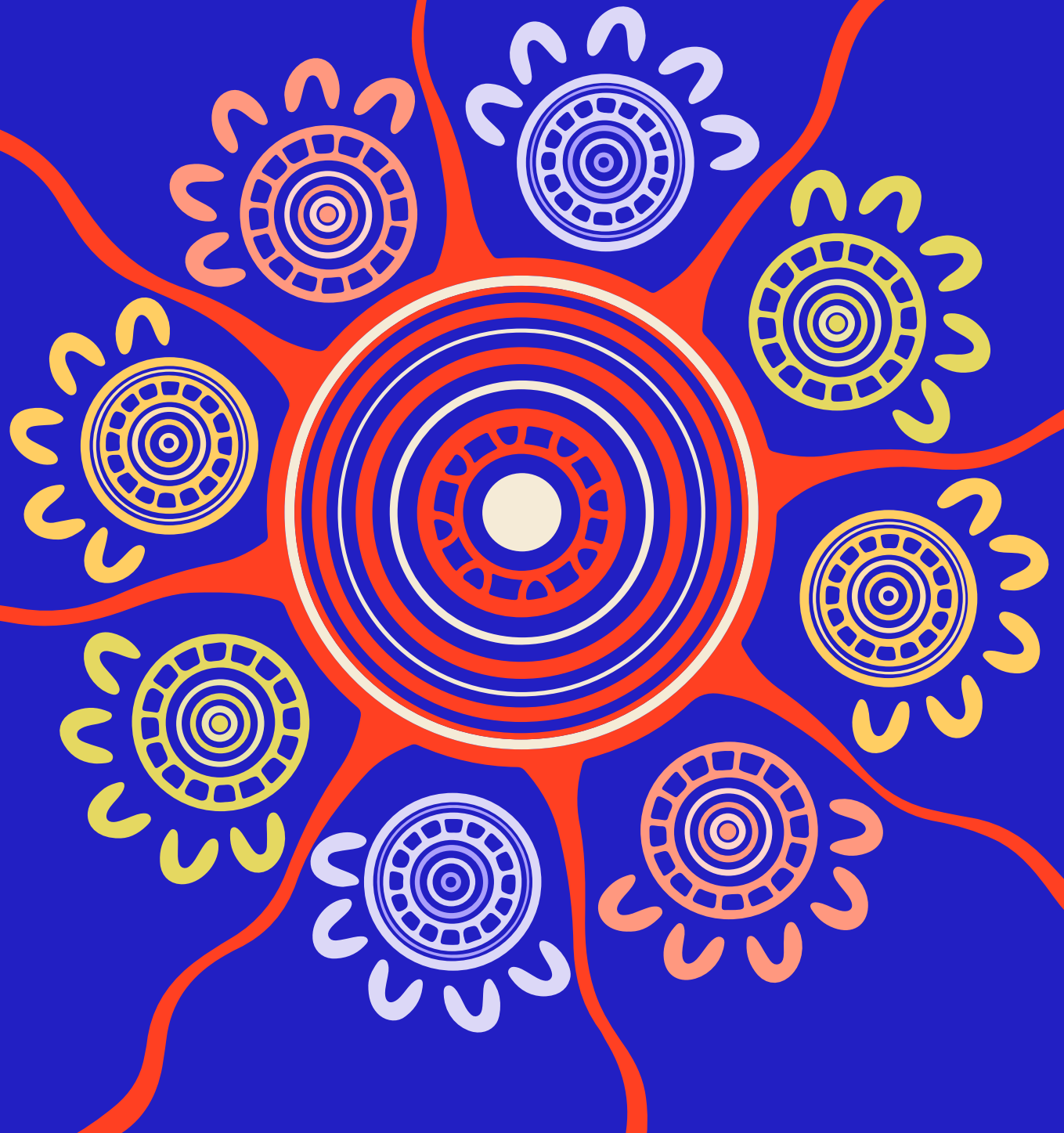
INNOVATE

Reconciliation Action Plan

November 2025 - October 2027



Lifeline
AUSTRALIA



Acknowledgement of Country

We, Lifeline Australia, acknowledge the Traditional Aboriginal and Torres Strait Islander Custodians of Country on which our national office in Sydney is based, the Gadigal people of the Eora Nation.

We extend our respect to all Traditional Custodians throughout Aboriginal and Torres Strait Islander nations and across our national Lifeline network.

We pay our respect to Elders Past, Present and Future, acknowledging their continued connection and caretaking for Country, Lands, Seas, Waters, Animals and Vegetation, for thousands of generations.

We acknowledge that Aboriginal and Torres Strait Islander peoples' sovereignty of this country was never ceded.

Wherever you are located today, it always was and always will be Aboriginal and Torres Strait Islander land.





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Our RAP artwork

Artist: Caleb Nichols-Mansell

"The artwork focuses on community, connection and coming together as key elements in mental and spiritual wellbeing for Aboriginal and Torres Strait Islander mob.

We have all walked different journeys and have our own experiences. These are represented by the linework that all meet in a large circular motif representative of coming out of isolation, seeking help and gathering. This is surrounded by culture, community, country, kinship and connection, care, spirituality and our histories.

Our Elders gather around these motifs to share with us the knowledge and love that we all need to get through hard times."

– Caleb Nichols-Mansell

Caleb Nichols-Mansell is an early career mixed media artist. He is a proud Tasmanian Aboriginal man with deep connections to country, community, culture, and spirit which all inform his practice and process as an artist and leader.

Caleb has an extensive portfolio in graphic design and digital art and has been commissioned by several leading institutes and organisations both within Tasmania and nationally.



Lifeline Australia CEO's Statement



Listening has been at the heart of our work for six decades - a commitment to hear those who seek help, to withhold judgement, and to provide connection and reassurance that no one is ever alone. But it's time for us to listen better. Now more than ever, Australia needs to truly hear the voices of Aboriginal and Torres Strait Islander peoples. Together, we are enriched by the wisdom and perspective of more than 60,000 years of continuous culture. Divided, we are all diminished.

For Lifeline Australia, reconciliation is about acknowledging the truths of our shared past, present and future, and recognising the complex and often systemic factors which perpetuate suffering and inequality.

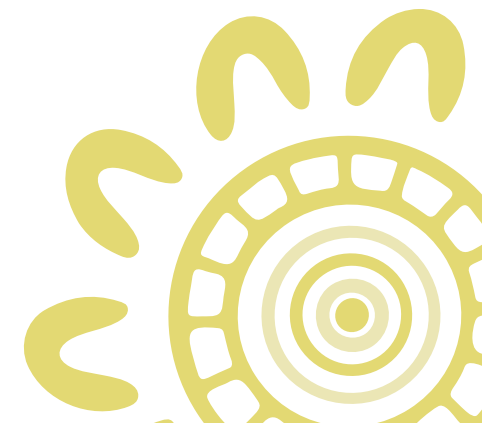
That there is work to be done is starkly evident in the *2024 Closing the Gap report*¹. In four critical areas - children's early development, rates of children in out-of-home care, rates of adult imprisonment, and suicide - outcomes for Aboriginal and Torres Strait Islander peoples are worsening rather than

improving. Each year, more Aboriginal and/or Torres Strait Islander people, including children, are being lost to suicide. This is a tragic fact that demands we all stand up and work together with greater purpose to change these outcomes.

Reconciliation is essential for Lifeline Australia to truly fulfill our vision of a suicide free Australia. It starts with listening, that's our first step. Then, we must act based on what we hear, to wrap crisis support, suicide prevention, and family and domestic violence services around Aboriginal and Torres Strait Islander peoples and communities in ways they need and want, and to make culturally informed changes to how we operate as an organisation.

As Lifeline Australia's RAP Champion, I'm proud to lead the first steps of our Innovate RAP journey toward more impactful reconciliation action.

Graham Strong
Chief Executive Officer
Lifeline Australia



A message from Reconciliation Australia



Reconciliation Australia commends Lifeline Australia on the formal endorsement of its first Innovate Reconciliation Action Plan (RAP).

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

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. Lifeline Australia continues to be part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

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

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Lifeline Australia will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Lifeline Australia using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on relationships, respect, and opportunities gives organisations a

framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Lifeline Australia to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Lifeline Australia will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Lifeline Australia's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

Congratulations Lifeline Australia on your first Innovate RAP and I look forward to following your ongoing reconciliation journey.

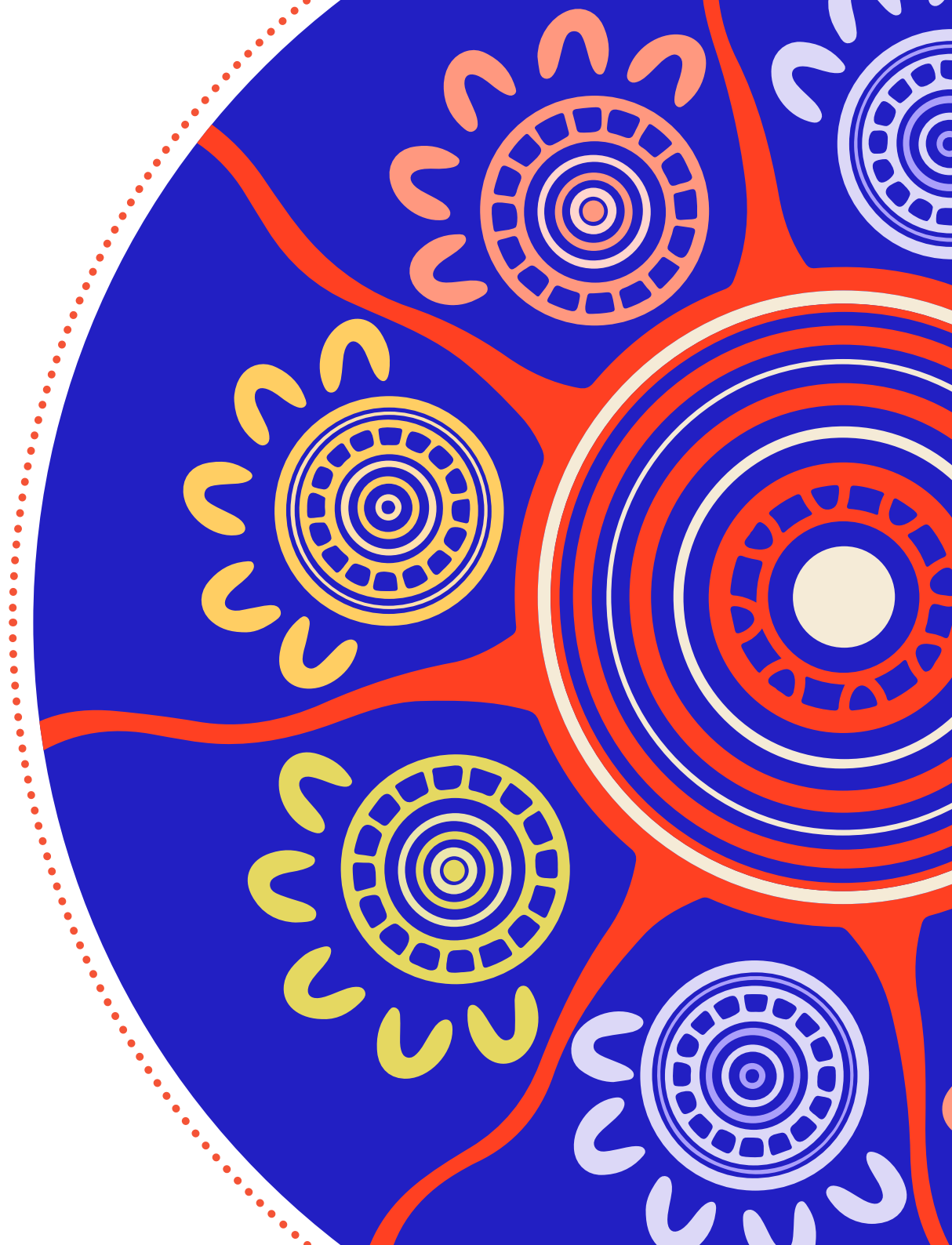
Karen Mundine
Chief Executive Officer
Reconciliation Australia

Our vision for reconciliation

Lifeline Australia's vision is of an Australia free of suicide. To realise this vision, reducing the disproportionately high rate of suicide affecting Aboriginal and Torres Strait Islander peoples and communities is a top priority, one which can only be achieved through progress towards equality.

Lifeline Australia envisages a nation where Aboriginal and Torres Strait Islander peoples have access to the same levels of health and education, the same depth of opportunity, the same level of prosperity, and the same length of life as all other Australians. A nation where the rights to live abundant lives in good physical, social and emotional health are enjoyed by everyone.

In our role delivering crisis support, suicide prevention and family and domestic violence services, and as a national leader in the suicide prevention and mental health sectors, Lifeline Australia is uniquely positioned to positively impact the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples and communities across the country.



Our organisation

Who we are

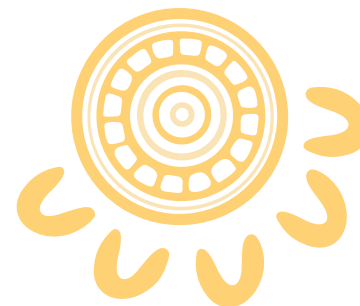
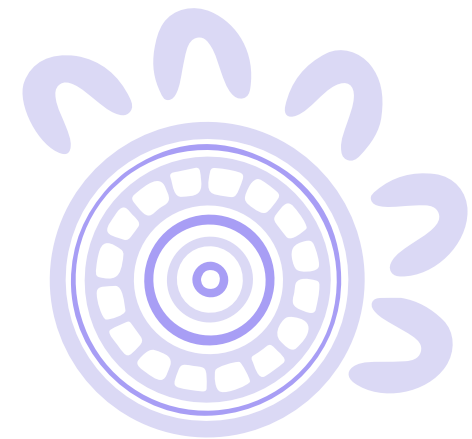
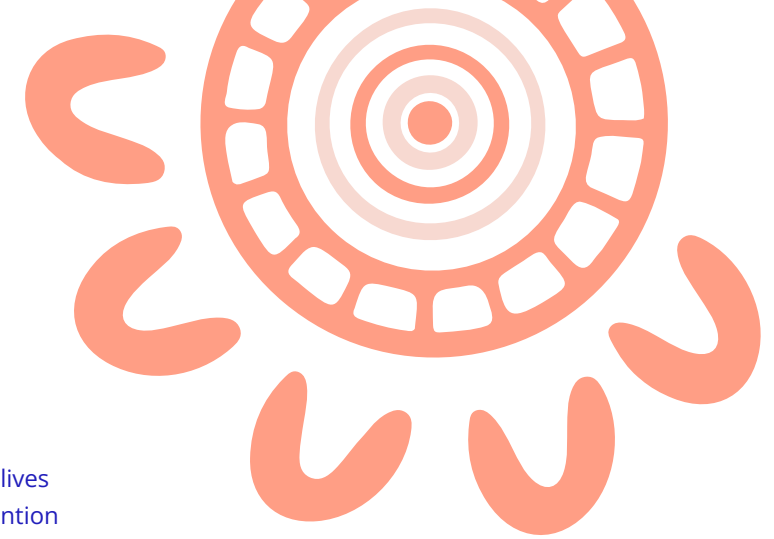
Founded in 1963 as Lifeline, we are a national charity whose core purpose is providing people experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

We are committed to empowering people in Australia to be suicide-safe through connection, compassion, and hope. We exist to ensure that no person in Australia has to face their toughest moments alone.

Lifeline Australia is a sector leader, working with governments, mental health organisations and

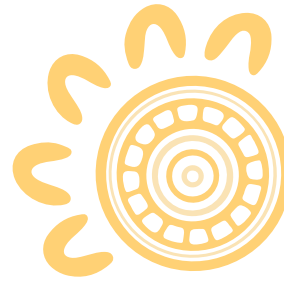
communities across the country to improve the lives of all Australians through effective suicide prevention and mental health strategy and implementation.

Lifeline Australia has one national office in Sydney, NSW, employing approximately 200 staff, including a team of Aboriginal and/or Torres Strait Islander staff who manage the 13YARN service, a First Nations Lead who manages First Nations programs for the DV-alert service, and a Head of Indigenous Affairs. Lifeline Australia does not currently collect specific data on the cultural backgrounds of its employees.



Our organisation

What we do



Our work started with the launch of a 24-hour crisis support service, Lifeline (13 11 14), operating from the first Lifeline Centre in Sydney, NSW. This service has grown in six decades, now answering more than 1 million calls a year.

In addition to our core Lifeline crisis support and suicide prevention line, Lifeline Australia delivers a range of other services focused on crisis support, suicide prevention, and family and domestic violence, including:

- 13YARN (13 92 76) – Aboriginal and Torres Strait Islander crisis support and suicide prevention helpline
- 0477 13 11 14 – SMS text messaging one-on-one crisis support and suicide prevention chat service
- Lifeline.org.au/crisis-chat – Online one-on-one crisis support and suicide prevention chat service

- 13 11 15 High Risk Public Location Direct Line
- 13 HELP (13 43 57) – Natural disaster recovery line
- Lifeline.org.au – National website offering downloadable tools and resources to help manage mental wellbeing
- Lifeline.org.au/workplace-training – Training to build resilience in communities and workplaces
- DV-alert – A training program that enables community and frontline workers to support people experiencing, or at risk of, family and domestic violence
- MensLine Australia and MensLine Australia Changing for Good
- Suicide Call Back Service
- SuicideLine Victoria
- Regional Access
- Mind Health
- All Hours Suicide Support Program
- CareinMIND

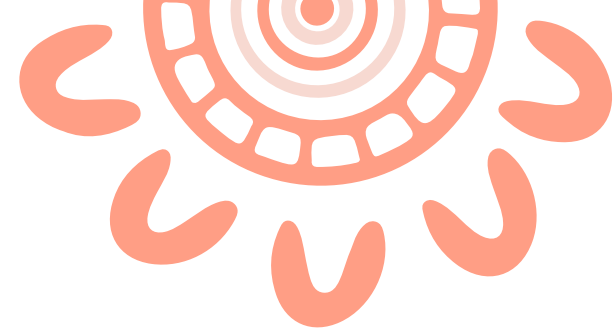
We are a national organisation with a local footprint, present within the communities that need us most. Lifeline Australia supports a network of 17 member organisations who collectively operate 43 Lifeline Centres across Australia. Lifeline Centres recruit and train the crisis supporters who provide the range of national Lifeline services. Lifeline Centres play a critical role in the provision of place-based community services, including counselling and support groups. Between them, Lifeline Centres also operate more than 230 Lifeline Shops.

The Lifeline Australia model of service delivery is one in which each Lifeline Centre identifies and seeks to meet the needs of the community it serves. Together, the Lifeline Centres form a national network that is intended to serve the entire population, with Lifeline Australia overseeing consistent service delivery, governance, government relations, marketing, and national fundraising initiatives.

Our organisation

Services for Aboriginal and Torres Strait Islander peoples

To directly support Aboriginal and Torres Strait Islander peoples and communities, Lifeline Australia delivers two services: 13YARN and DV-alert First Nations workshops.



13YARN

In 2022 13YARN was launched to connect Aboriginal and/or Torres Strait Islander help seekers by telephone with Aboriginal and/or Torres Strait Islander crisis supporters. 13YARN offers a confidential one-on-one yarning opportunity and culturally safe space for people who may be feeling overwhelmed or having difficulty coping. 13YARN provides crisis support 24/7 and is available nationally on 13 92 76.

A proud demonstration of our commitment to self-determination through service delivery, 13YARN was co-designed and developed by Aboriginal and/or Torres Strait Islander people for Aboriginal and

Torres Strait Islander peoples. The service is led by an Aboriginal and/or Torres Strait Islander management team with regular input from the 13YARN Aboriginal and Torres Strait Islander Advisory Committee. Across the member centres that deliver the 13YARN service, approximately 60 Aboriginal and/or Torres Strait Islander people are employed as paid crisis supporters.

13YARN was developed in partnership with [Gayaa Dhuwi \(Proud Spirit\) Australia](#), the national peak body for social and emotional wellbeing, mental health, and suicide prevention, and Lifeline Australia and is funded by the Australian Government.



DV-ALERT FIRST NATIONS WORKSHOPS

DV-alert is an accredited national training program that builds the knowledge and capability of frontline workers to reduce and prevent family and domestic violence. Lifeline Australia has been delivering DV-alert since its establishment in 2007, with the introduction of a specific Aboriginal and Torres Strait Islander peoples (First Nations) program in 2012.

An Aboriginal Reference Group provides advice and gives input to the delivery of DV-alert First Nations workshops. All First Nations DV-alert workshops are delivered by a team of skilled and experienced Aboriginal and/or Torres Strait Islander trainers.

DV-alert is funded by the Australian Government Department of Social Services.

Our RAP

To genuinely progress reconciliation, Lifeline Australia understands that planned and sustained actions are required. A RAP provides the structure through which we can formally commit to the process of reconciliation and meaningfully contribute to our vision of an Australia free of suicide.

Through our RAP deliverables we will make deliberate, positive change in the following core business areas:



We will champion a more connected mental health system, improving access to crisis support, suicide prevention, and family and domestic violence services for Aboriginal and Torres Strait Islander peoples.



We will strengthen cultural awareness, cultural safety and cultural competency at our workplaces and in our service delivery.



We will accelerate the power of our workforce by supporting the recruitment, retention and career development of Aboriginal and/or Torres Strait Islander staff across our national network.



We will actively invest in advocacy and campaigns that share stories of Lived and Living Experience, offering hope and connection to Aboriginal and/or Torres Strait Islander people in need of support.



We will procure more goods and services from verified Aboriginal and Torres Strait Islander businesses.



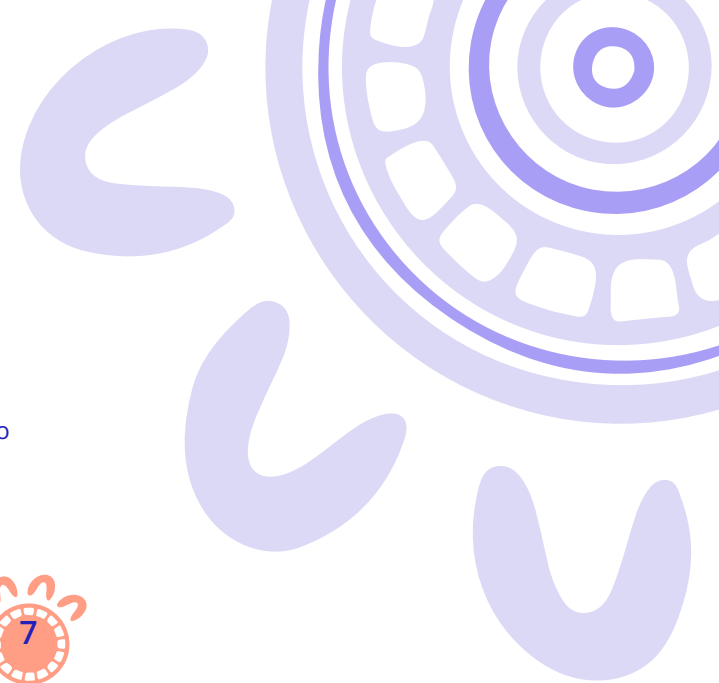
We will build on our respectful relationships with Aboriginal and Torres Strait Islander peoples and organisations.



We will raise awareness of culturally significant issues and events, internally and externally.



We will support community and front line workers to recognise, respond and refer when presented with the signs of family and domestic violence within Aboriginal and Torres Strait Islander communities.



Our RAP

Lifeline Australia's reconciliation journey

As an organisation, we are deeply committed to genuine reconciliation.

Our reconciliation journey commenced in earnest in 2020, with the formation of a partnership with the Centre for Best Practice in Aboriginal and Torres Strait Islander Suicide Prevention, to better understand the factors influencing rates of suicide among Aboriginal and Torres Strait Islander peoples and communities.

We are commencing our formal RAP journey at the Innovate level in recognition of where we are on our reconciliation journey.

2012

- Lifeline's DV-alert 2-day Indigenous (now called First Nations) workshop was launched. This workshop was co-designed with Aboriginal and/or Torres Strait Islander subject matter experts, communities, people with Lived and Living experience of family and domestic violence, and service providers. The co-design process recognised the importance of incorporating the unique perspectives, experiences and needs of Aboriginal and Torres Strait Islander communities in addressing family and domestic violence and resulted in the development of a workshop that was culturally sensitive and appropriate.

2020

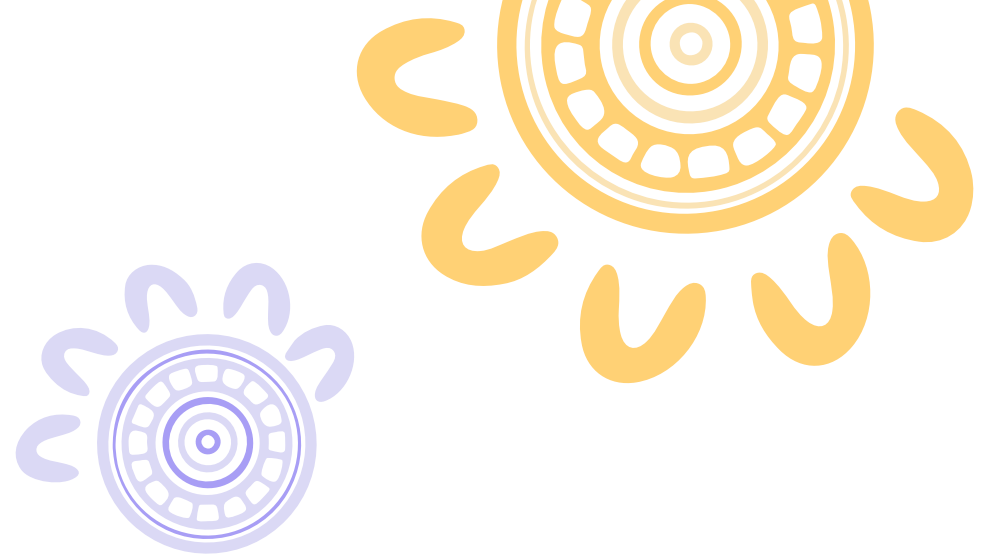
- In partnership with the Centre for Best Practice in Aboriginal and Torres Strait Islander Suicide Prevention, Lifeline Australia commissioned the independent delivery of a literature review and report, *Wellbeing and Healing Through Connection and Culture*². This report summarises research and knowledge, key themes, and principles surrounding Aboriginal and Torres Strait Islander cultural perspectives and concepts of healing and social and emotional wellbeing as they relate to suicide prevention.

2021

- Based on a key recommendation from the *Wellbeing and Healing Through Connection and Culture*² report, Lifeline Australia committed to the development and delivery of a national Aboriginal and Torres Strait Islander crisis support service (13YARN), with funding secured from the Australian Government.
- Lifeline Australia recruited the leadership and delivery teams for 13YARN. All roles were filled by Aboriginal and/or Torres Strait Islander people.
- Aboriginal and Torres Strait Islander Cultural Appreciation training, developed and delivered by Interaction in collaboration with the First Nations team at Krueger Consultancy Services, was rolled out as an e-learning module available to all Lifeline Australia staff.
- A Lifeline Australia specific Acknowledgement of Country was co-designed with proud Quandamooka woman [Leilani Darwin](#) and [Gayaa Dhuwi \(Proud Spirit\) Australia](#) and finalised for use by all staff at meetings and events.

Our RAP

Lifeline Australia's reconciliation journey



2022

- 13YARN was launched.

2023

- Lifeline's DV-alert program was expanded to include a 1-day First Nations workshop. This program was designed exclusively by Aboriginal and/or Torres Strait Islander people who are either sector experts in family and domestic violence, frontline sector workers, trainers, training partners, or Lived and Living Experience advocates.

2024

- In response to feedback, a group of 8 Aboriginal and/or Torres Strait Islander staff at Lifeline Australia developed new wording for the Lifeline Australia specific Acknowledgement of Country.

2025

- Lifeline Australia's Innovate Reconciliation Action Plan was developed, formally endorsed by Reconciliation Australia, and publicly launched.

Our RAP

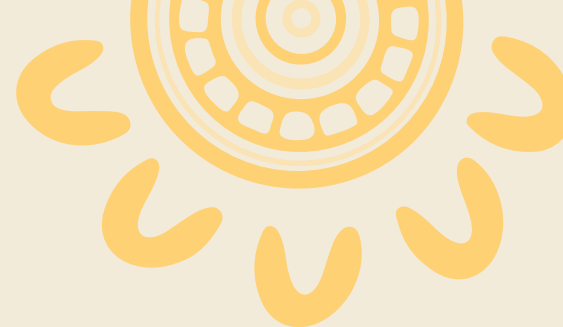
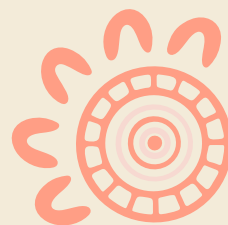
Lifeline Australia's RAP Working Group

The RAP Working Group functions as a Steering Committee, overseeing the development of the RAP and taking responsibility for tracking and supporting progress on the RAP deliverables.

The members of the RAP Working Group include a representative from Lifeline Australia's Board of Directors, two Aboriginal and/or Torres Strait Islander representatives, all members of the Lifeline Australia Executive Leadership Team, and key staff who are leading the RAP program.

LIFELINE AUSTRALIA'S RAP SUB-WORKING GROUP

The RAP Working Group established the RAP Sub-Working Group to support the progression of all deliverables in the RAP, and report to the RAP Working Group. The RAP Sub-Working Group includes Aboriginal and/or Torres Strait Islander representation. Members are responsible for keeping track of progress towards deliverables, and reporting progress, challenges and delays via the RAP Sub-Working Group to the RAP Working Group.



RAP Working Group members include:

Mark Richards – Proud Wiradjuri man and Lifeline Australia Lived Experience Advisory Group Member

Nicole White – Proud Wiradjuri woman and Grant Manager - 13YARN, Lifeline Australia

Andrew Moore - Lifeline Australia Board Director

Graham Strong – Chief Executive Officer and RAP Champion, Lifeline Australia

Chris Siorokos – Executive Director, Government and Stakeholder Relations, Lifeline Australia

Denise Alexander – Executive Director, People and Corporate Services, Lifeline Australia

Kiran Dhanasar – Executive Director, Service Design and Enablement, Lifeline Australia

Lisa Cheng – Executive Director, Marketing and Fundraising, Lifeline Australia

Matthew Holmes – Chief Financial Officer, Lifeline Australia

Nancy Campisi – Executive Director, Governance, Legal & Risk, Lifeline Australia

Adrienne Wilson - Head of Strategy, Lifeline Australia

Richard Brimble – National Manager, Grant Management and Delivery and RAP Lead, Lifeline Australia

Maggie Price – Communications and Engagement Specialist and RAP Lead, Lifeline Australia

How our RAP aligns with government and sector priorities

Governments of Australia are jointly committed to reducing rates of suicide among Aboriginal and Torres Strait Islander peoples and communities. Our RAP directly aligns with key government priorities, which are also the priorities of the suicide prevention and mental health sectors and are intended to support the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples and communities and reduce suicide rates nationally.



How our RAP aligns with government and sector priorities

National Agreement on Closing the Gap

Our vision for reconciliation mirrors the objective of the *National Agreement on Closing the Gap*³, to overcome entrenched inequality faced by too many Aboriginal and/or Torres Strait Islander people so that their life outcomes are equal to those of all Australians.

Our RAP aligns with two key government priority reform areas in support of achieving this objective:

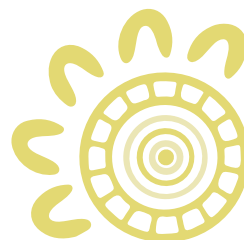
- Shared decision-making through formal partnership arrangements – this priority is reflected in our commitment to self-determination in Aboriginal and Torres Strait Islander service delivery and our working relationship with *Gayaa Dhuwi (Proud Spirit) Australia*, the national peak body for social and emotional wellbeing, mental health, and suicide prevention, to support service delivery of 13YARN.
- Improving mainstream institutions through being culturally safe and responsive to the needs of Aboriginal and Torres Strait Islander peoples – this priority is seen in our commitment to review and improve our workplace and broader service delivery from a cultural safety and competency perspective.

Our RAP directly supports socio-economic outcome 14 of the *National Agreement on Closing the Gap*³, that Aboriginal and Torres Strait Islander peoples enjoy high levels of social and emotional wellbeing, with the target of a significant and sustained reduction in the suicide rate of Aboriginal and Torres Strait Islander peoples towards zero. Reaching a zero-suicide rate is Lifeline Australia's vision, and underpins each deliverable in our RAP.

Our work in reducing family and domestic violence, and our RAP commitments to strengthen the delivery of DV-alert First Nations workshops, directly support socio-economic outcome 13 of the *National Agreement on Closing the Gap*³, that Aboriginal and/or Torres Strait Islander families and households are safe, with the target of reducing violence and abuse against Aboriginal and/or Torres Strait Islander women and

children by at least 50 per cent by 2031, as progress towards zero. DV-alert First Nations workshops foster significant shifts of attitudes, enhance understanding of Aboriginal and Torres Strait Islander contexts, and equip participants to contribute to the prevention and eventual elimination of family and domestic violence among Aboriginal and Torres Strait Islander peoples and communities.

With evidence⁴ demonstrating that violence is a risk factor for suicide, recognising the interplay between suicide and family and domestic violence, and utilising the RAP to contribute to progress in these critical focus areas, will be important to Lifeline Australia's support of these inter-related targets.

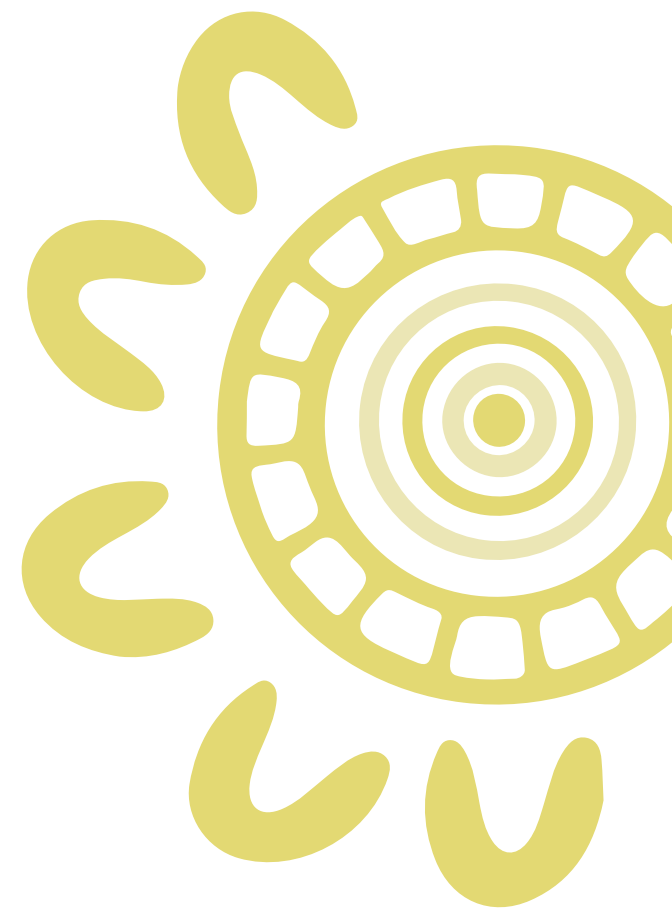
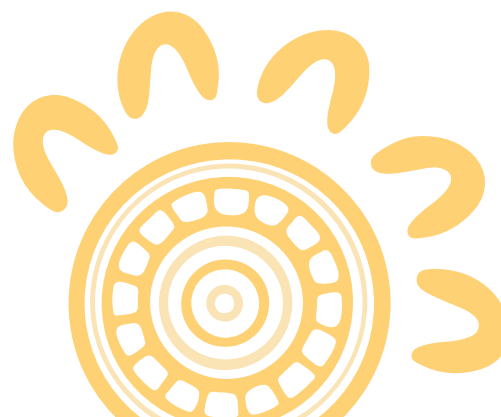
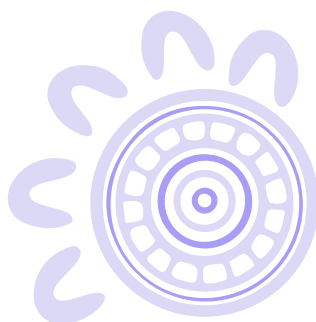


How our RAP aligns with government and sector priorities

National Aboriginal and Torres Strait Islander Health Plan

The National Agreement on Closing the Gap³ priority areas are echoed in the National Aboriginal and Torres Strait Islander Health Plan 2021-2031⁵ which also outlines additional priorities of significance that are relevant to our RAP:

- Aboriginal and/or Torres Strait Islander representation and leadership is prioritised across the health workforce – this priority underpins our commitment to the recruitment and career development of Aboriginal and/or Torres Strait Islander staff across our workplace and range of services, particularly 13YARN and DV-alert.
- Programs, policies and services prioritise social and emotional wellbeing through strengths-based approaches that embrace a holistic view and harness the protective factors of culture.
- Mental health is addressed in a sustained and holistic way that is trauma-aware and healing-informed - this and the above priority are realised in our RAP through self-determination, with Aboriginal and Torres Strait Islander services led and enhanced by Aboriginal and/or Torres Strait Islander people and organisations, including experts in suicide prevention, family and domestic violence, and trauma-informed care. Service delivery is also founded in evidence from research, including the *Aboriginal and Torres Strait Islander Suicide Prevention Evaluation Project⁶* report and the *Wellbeing and Healing Through Connection and Culture²* report.



How our RAP aligns with government and sector priorities

National Mental Health and Suicide Prevention Plan

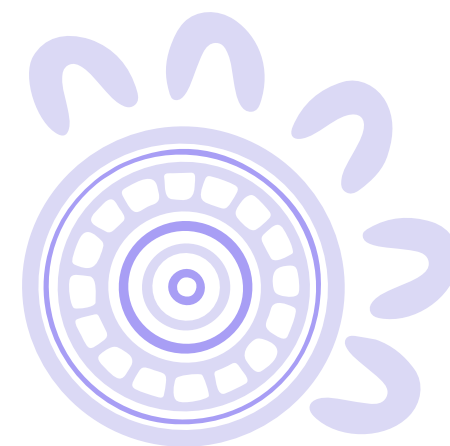
Mental health and suicide prevention is a key focus of the long-term *National Mental Health and Suicide Prevention Plan*⁷, and our RAP work is closely aligned with two of the five pillars of this plan:

- Suicide prevention.
- Supporting the vulnerable, including Aboriginal and Torres Strait Islander peoples and communities.

The *National Mental Health and Suicide Prevention Plan*⁷ requires services to reach into more of the places where Australians work, learn and live. Our RAP commitments to expand 13YARN service

delivery by leveraging digital channels, and to expand in-person delivery of DV-alert First Nations workshops, are key to reaching more Aboriginal and/or Torres Strait Islander help-seekers, including young people and those in rural and remote locations.

*The National Mental Health and Suicide Prevention Plan*⁷ also recognises the value of informing suicide prevention and mental health strategy and action through the insights of people with Lived and Living Experience. Championing the voices of Aboriginal and/or Torres Strait Islander peoples with Lived and Living Experience is a core part of our RAP commitment.



How our RAP aligns with government and sector priorities

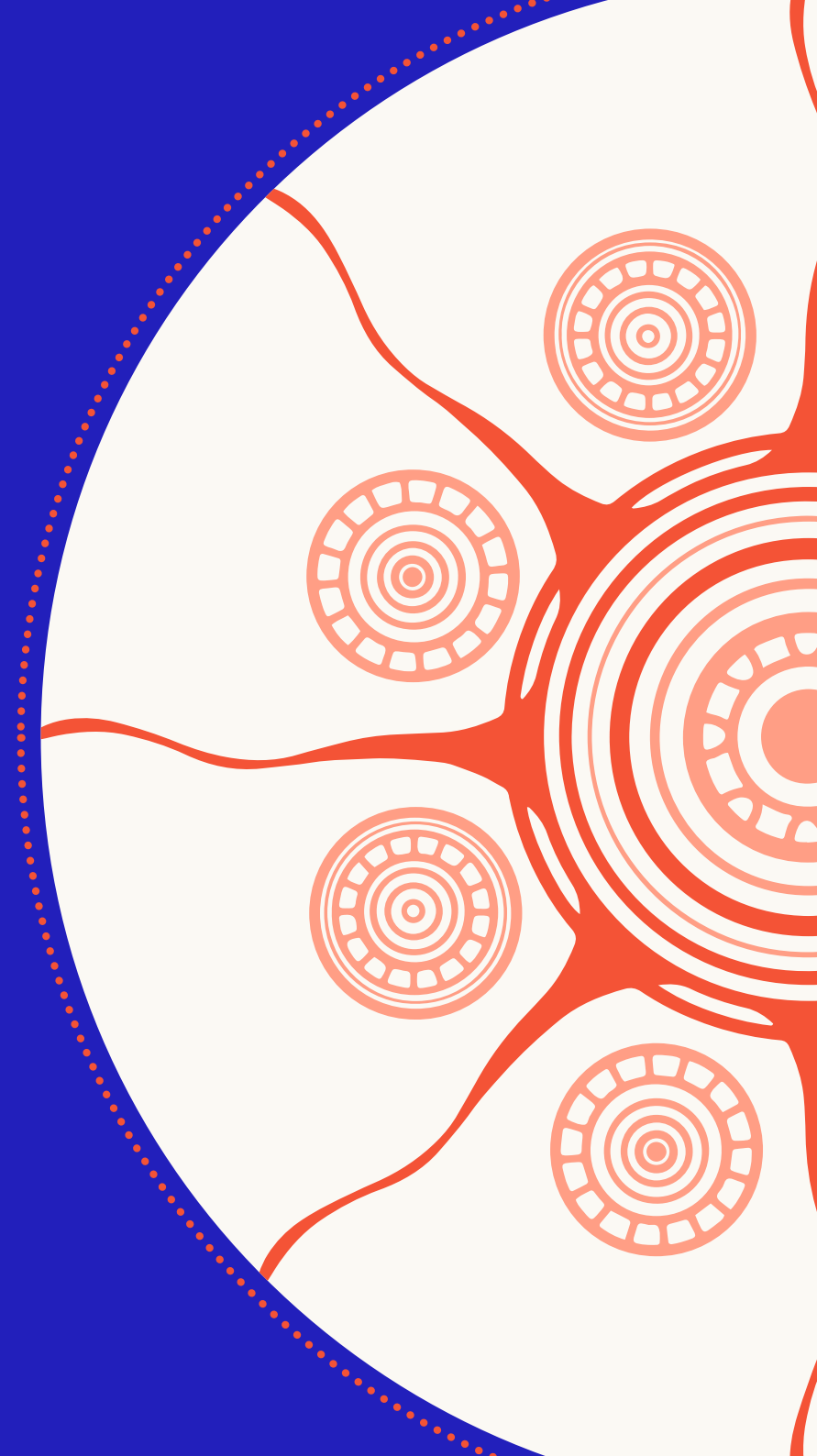
National Plan to End Violence Against Women and Children

The *National Plan to End Violence Against Women and Children 2022-2032*⁸ is committed to ending violence against women and children in Australia over the next 10 years. Seated under this plan is the *Aboriginal and Torres Strait Islander Action Plan 2023-2025*⁹ which recognises the disproportionately high rates of family and domestic violence experienced by Aboriginal and/or Torres Strait Islander women.

Our RAP commitments include recruiting more trainers and delivering more DV-alert workshops in Aboriginal and Torres Strait Islander communities to support front line and community workers recognise and respond to the signs of family and domestic violence. Our commitments directly contribute to the goals of these plans.



Our RAP deliverables





Relationships

Developing strong relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations underpins the success of all elements of our RAP. Only through relationships can we truly listen to the voices of Aboriginal and Torres Strait Islander peoples, to ensure that the steps we take on our reconciliation journey are in the right direction and not just well intended.

Within Lifeline Australia, our RAP focuses on fostering a discrimination-free workplace and actively participating in events which promote reconciliation. Across our network we will support our member organisations to develop their own RAPs.

Externally, our RAP intends to forge key relationships in the suicide prevention and mental health sectors and beyond. These intended alliances signify a deep commitment to work together to improve the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples and communities. By developing and strengthening relationships across our national sphere of influence, we lay the groundwork for meaningful conversations that drive genuine and appropriate actions towards reconciliation.

Relationship-building initiatives in our RAP align with our strategic goal of championing a more connected mental health system.

Relationships



Action	Deliverable	Timeline	Responsibility
1. Establish and maintain mutually beneficial relationships with Aboriginal and/or Torres Strait Islander stakeholders and organisations	1.1 Meet with local Aboriginal and/or Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement	February 2026	Communications and Engagement Specialist
	1.2 Develop and implement an engagement plan to work with Aboriginal and/or Torres Strait Islander stakeholders and organisations	April 2026	Communications and Engagement Specialist
	1.3 Continue to develop our relationship with Gayaa Dhuwi (Proud Spirit) Australia through ongoing collaboration on the 13YARN service	October 2027	National Manager, Grant Management and Delivery
2. Build relationships through celebrating National Reconciliation Week (NRW)	2.1 Circulate Reconciliation Australia's National Reconciliation Week resources and reconciliation materials to our staff	May 2026 / 2027	Head of People and Culture
	2.2 RAPWG and RAPSWG members to participate in an external National Reconciliation Week event	27 May – 3 June 2026 / 2027	Head of People and Culture
	2.3 Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate National Reconciliation Week	27 May - 3 June 2026 / 2027	Head of People and Culture
	2.4 Organise at least one National Reconciliation Week event each year	27 May – 3 June 2026 / 2027	Head of People and Culture
	2.5 Register all our National Reconciliation Week events on Reconciliation Australia's National Reconciliation Week website	27 May – 3 June 2026 / 2027	Head of People and Culture

Relationships



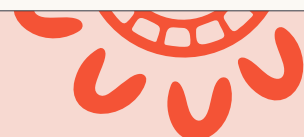
Action	Deliverable	Timeline	Responsibility
3. Promote reconciliation through our sphere of influence	3.1 Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce	June 2026	Communications and Engagement Specialist
	3.2 Publicly communicate our commitment to reconciliation	November 2025	Executive Director, Marketing and Fundraising
	3.3 Create a webpage on the Lifeline Australia website to host the RAP	November 2025	Executive Director, Service Design and Enablement National Manager, Marketing and Content
	3.4 Create a webpage on the Lifeline Australia website to showcase work to support Aboriginal and Torres Strait Islander peoples and communities	November 2025	Executive Director, Service Design and Enablement Communications and Engagement Specialist
	3.5 Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes	October 2027	Communications and Engagement Specialist
	3.6 Collaborate with RAP organisations and other like-minded organisations to develop ways to advance reconciliation	October 2027	Communications and Engagement Specialist



Relationships



Action	Deliverable	Timeline	Responsibility
4. Promote positive race relations through anti-discrimination strategies	4.1 Engage Diversity Council Australia to train all Lifeline Australia staff on EEO, diversity and inclusion practices	December 2025	Head of People and Culture
	4.2 Engage with Aboriginal and/or Torres Strait Islander staff and/or Aboriginal and/or Torres Strait Islander advisors to consult on our anti-discrimination policy, as part of Lifeline Australia's Bullying, Harassment and Discrimination Policy	October 2027	Head of People and Culture
	4.3 Communicate an anti-discrimination policy for our organisation, as part of Lifeline Australia's overarching Bullying, Harassment and Discrimination Policy	November 2025	Head of People and Culture
	4.4 Educate senior leaders on the effects of discrimination through a compulsory e-learning module	October 2027	Head of People and Culture
5. Encourage and support the development of a current RAP by each of Lifeline Australia's member organisations	5.1 Consult to understand which member organisations have a current RAP	October 2026	Head of Member Relations and Community Programs
	5.2 Engage with member organisations to understand their needs and support those who do not have a current RAP to undertake RAP development	March 2027	Head of Member Relations and Community Programs Communications and Engagement Specialist
	5.3 Provide member organisations that are developing RAPs with a suite of relevant resources developed by LLA, including a Lifeline specific RAP template and templates of policies required as part of RAP commitments	October 2027	Head of Member Relations and Community Programs Communications and Engagement Specialist



Respect

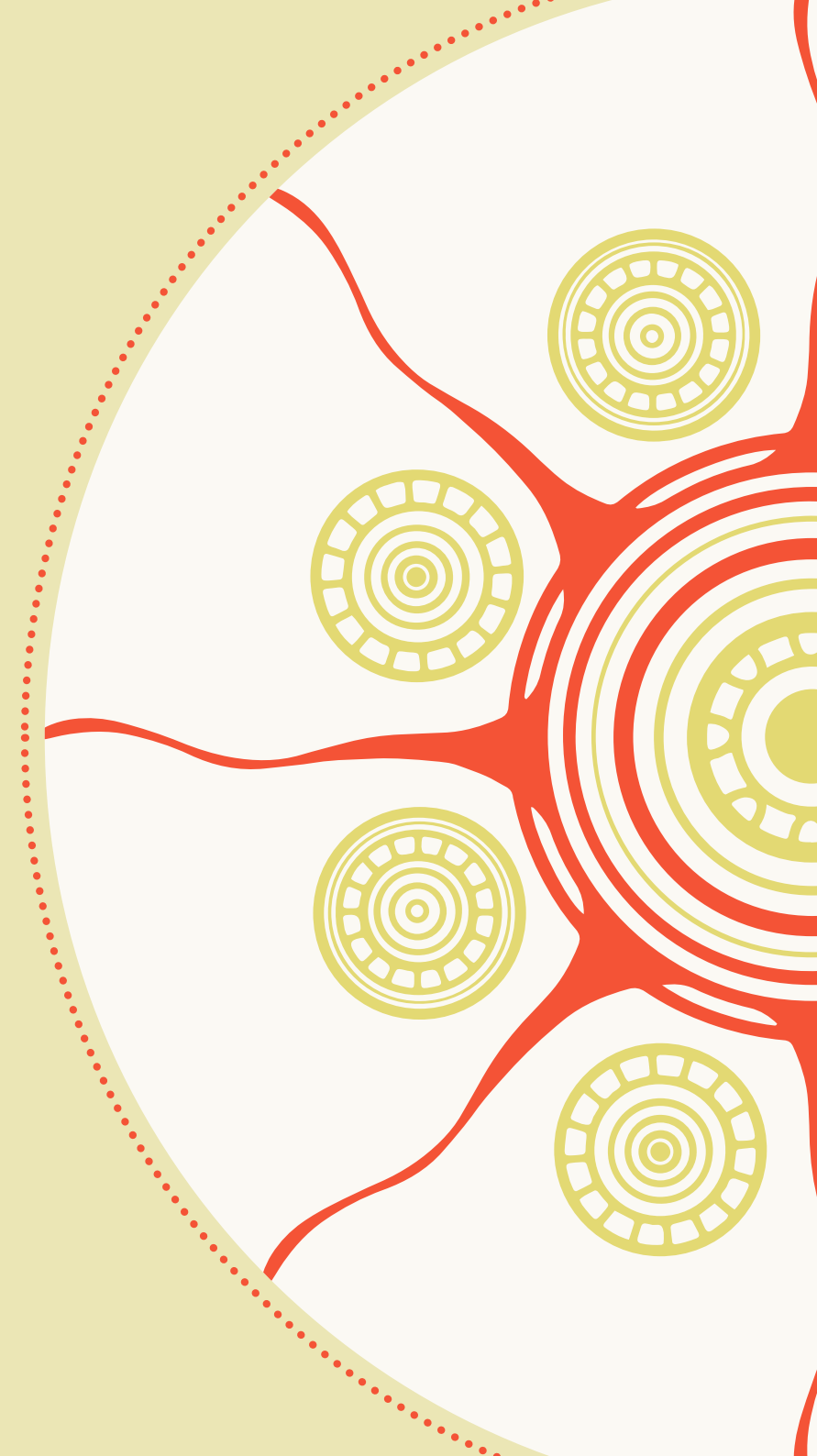
At Lifeline Australia, respect for Aboriginal and Torres Strait Islander peoples and communities is central to our work. We recognise and respect the complex and inter-related set of elements which impact the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples, which is why we partnered with [Gayaa Dhuwi \(Proud Spirit\) Australia](#) and Aboriginal and Torres Strait Islander peoples across the country to design, develop and establish 13YARN. Through this service, we provide support to empower Aboriginal and Torres Strait Islander peoples and communities to be well and stay strong in the face of these elements.

Respect arises when we apply a cultural lens to our ways of thinking, listening and doing, and when we take these learnings and apply them to our comprehension of current and future situations. Through respect we come to understand and appreciate the value of diversity.

Our RAP addresses the need for tailored cultural awareness training for all our staff. By learning about Aboriginal and Torres Strait Islander peoples, cultures, histories and achievements, we come to recognise and celebrate both our similarities and our differences, building respect through mutual understanding. This training will be contextualised within our crisis response, suicide prevention, and family and domestic violence work.

Through our RAP, we seek to better support Aboriginal and/or Torres Strait Islander staff through enhanced cultural safety and inclusivity within our workplace. We also strive to champion Aboriginal and/or Torres Strait Islander peoples' Lived and Living Experiences, offering others hope for their futures.

Respect strongly aligns with our strategic purpose, to transform help seeker outcomes and experiences.



Respect



Action	Deliverable	Timeline	Responsibility
6. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning	6.1 Conduct a review of cultural learning needs within our organisation	October 2026	Head of People and Culture
	6.2 Consult local Traditional Custodians and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy	February 2027	Head of People and Culture
	6.3 Develop, implement and communicate a cultural learning strategy document for our staff	October 2027	Head of People and Culture Communications and Engagement Specialist
	6.4 Provide opportunities for all Lifeline Australia staff to participate in updated formal and structured cultural learning which aligns with the core work of Lifeline Australia in crisis response and suicide prevention	October 2027	Head of People and Culture
7. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	7.1 Increase staff understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols	February 2026	Communications and Engagement Specialist
	7.2 Develop, implement and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country	February 2026	Communications and Engagement Specialist
	7.3 Invite a local Traditional Custodian to provide a Welcome to Country or other appropriate protocol at the following significant events each year: Lifeline Australia All Staff Update (Quarter 2), Lifeline Australia Annual General Meeting	October 2027	Head of People and Culture
	7.4 Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings	February 2026	Communications and Engagement Specialist

Respect

Action	Deliverable	Timeline	Responsibility
8. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	8.1 RAPWG to participate in an external NAIDOC Week event	First week in July 2026 / 2027	Head of People and Culture
	8.2 Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week	October 2027	Head of People and Culture
	8.3 Promote and encourage participation in external NAIDOC Week events to all staff	First week in July 2026 / 2027	Head of People and Culture Communications and Engagement Specialist
9. Gather and promote Aboriginal and/or Torres Strait Islander peoples' stories of Lived and Living Experience	9.1 Enhance Lifeline Australia's framework for engaging with people with Lived and Living Experience through a consultative process which includes input from Aboriginal and/or Torres Strait Islander peoples	August 2026	Head of Strategy
	9.2 Develop a communications plan to support actively gathering stories of Aboriginal and/or Torres Strait Islander peoples' Lived and Living Experience and utilising these to promote services including Lifeline, 13YARN and DV-alert	August 2026	Executive Director Marketing and Fundraising
10. Build and strengthen our commitment to cultural diversity and inclusion in the workplace	10.1 Reconfirm our commitment to be a leader in workforce diversity and inclusion practices through a review of Lifeline Australia's Diversity and Inclusion Policy	June 2026	Head of People and Culture
	10.2 Work with our Aboriginal and/or Torres Strait Islander staff to review the Lifeline Australia workplace from a cultural safety and inclusivity perspective and identify and act upon areas which can be improved	October 2027	Head of People and Culture



Opportunities

As a national leader in the suicide prevention and mental health sectors, Lifeline Australia is uniquely positioned to positively impact the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples nation-wide. We view our RAP as a vehicle for progressing reconciliation in ways that will have genuine, lasting benefit and improve people's lives.

Our RAP supports the right to self-determination, by exploring innovative approaches to accessing services which are built and delivered by Aboriginal and/or Torres Strait Islander people, for Aboriginal and Torres Strait Islander peoples.

Through our RAP we are committed to reviewing our core Lifeline services to inform more culturally aware and culturally appropriate service delivery. We will implement frameworks which support Aboriginal and/or Torres Strait Islander peoples to secure employment and develop careers in a culturally safe environment that respects different ways of working. We will also encourage more verified Aboriginal and/or Torres Strait Islander businesses to offer goods and services to Lifeline Australia through culturally competent procurement practices.

These initiatives support two of our strategic goals – strengthening service design through the development of services which meet the needs of priority populations, and accelerating the power of our workforce through improved capacity and capability.

Opportunities

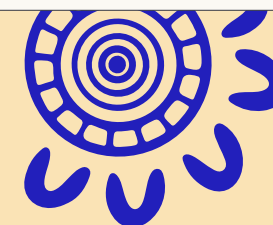


Action	Deliverable	Timeline	Responsibility
11. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	11.1 Build understanding of current Aboriginal and/or Torres Strait Islander staffing to inform future employment and professional development opportunities	October 2026	Head of People and Culture
	11.2 Engage with Aboriginal and/or Torres Strait Islander staff to consult on our Recruitment Policy and our Professional Development Policy	August 2026	Head of People and Culture
	11.3 Review HR and recruitment procedures and policies to remove perceived and actual barriers to Aboriginal and/or Torres Strait Islander peoples' participation in our workplace	October 2027	Head of People and Culture
	11.4 Develop and implement policies which contain culturally safe Aboriginal and Torres Strait Islander recruitment, retention and professional development strategies	October 2027	Head of People and Culture
	11.5 Advertise job vacancies to effectively reach Aboriginal and/or Torres Strait Islander stakeholders	October 2027	Head of People and Culture
	11.6 Work with government funders to support member organisations to offer more reliable employment to 13YARN crisis supporters	October 2026	Executive Director, Government and Stakeholder Relations
	11.7 Develop a culturally safe Recruitment, Retention and Development Policy for member organisations that supports them to engage, retain and develop career pathways for Aboriginal and/or Torres Strait Islander crisis supporters	October 2027	Executive Director, Service Design and Enablement
	11.8 Increase the number of DV-alert First Nations Workshop trainers	October 2027	First Nations Lead, DV-alert

Opportunities



Action	Deliverable	Timeline	Responsibility
12. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	12.1 Investigate Supply Nation membership	March 2026	Head of Procurement
	12.2 Review and update procurement practices, including consideration of barriers to procuring goods and services from verified Aboriginal and/or Torres Strait Islander businesses	July 2026	Head of Procurement
	12.3 Develop and implement a procurement strategy which includes a focus on procuring goods and services from verified Aboriginal and/or Torres Strait Islander businesses	January 2027	Head of Procurement
	12.4 Develop and communicate opportunities for procurement of goods and services from verified Aboriginal and/or Torres Strait Islander businesses and staff	February 2027	Head of Procurement
	12.5 Develop commercial relationships with verified Aboriginal and/or Torres Strait Islander businesses	October 2027	Head of Procurement
	12.6 Engage a verified Aboriginal and/or Torres Strait Islander artist and/or graphic design agency to develop an artwork for Lifeline Australia's RAP	November 2025	Executive Director, Marketing and Fundraising
	12.7 Ensure the engagement of verified Aboriginal and/or Torres Strait Islander artists, performers, musicians, storytellers and suppliers at Lifeline Australia events where there is an opportunity to do so	October 2027	Head of People and Culture Executive Director, Marketing and Fundraising



Opportunities



Action	Deliverable	Timeline	Responsibility
13. Enhance access to and the delivery of crisis support, suicide prevention and family and domestic violence services for Aboriginal and/or Torres Strait Islander help seekers	13.1 Seek funding to evaluate the provision of text-based access to 13YARN through community consultation	October 2027	Executive Director, Service Design and Enablement
	13.2 Review the appropriateness and cultural safety of the CARE Framework - Operations Manual for the delivery of the 13YARN service	October 2027	Head of Knowledge and Quality
	13.3 Review and address RTO requirements to comply with standard 2.5 to ensure Crisis Support training promotes and supports a diversity of students and fosters culturally safe learning environments for First Nations people	October 2027	Head of Learning, Design and Development
	13.4 Develop a business case for delivery and funding of an online interactive self-help tool for the 13YARN service	July 2026	National Manager, Grant Management and Delivery
	13.5 Review the Lifeline Australia website and make improvements, focusing on cultural inclusivity, cultural appropriateness, health literacy and accessibility	October 2027	Executive Director, Service Design and Enablement
	13.6 Ensure Aboriginal and/or Torres Strait Islander representation as part of service design consultation, to inform future Lifeline service enhancements	October 2027	Executive Director, Service Design and Enablement
	13.7 Examine the need and benefits of implementing a suicide awareness training program tailored for health professionals and gate keepers, supporting Aboriginal and/or Torres Strait Islander peoples at risk of suicide and their communities	October 2027	Executive Director, Government and Stakeholder Relations
	13.8 Develop a fundraising function to support culturally appropriate expansion of the 13YARN service	October 2027	Executive Director, Service Design and Enablement Executive Director, Marketing and Fundraising
	13.9 Develop a strategy to increase the annual number of DV-alert First Nations Workshops which are delivered nationally	June 2026	First Nations Lead, DV-alert
	13.10 Advocate for research to be undertaken which investigates correlations between suicide and family and domestic violence for Aboriginal and/or Torres Strait Islander peoples and communities	October 2027	First Nations Lead, DV-alert Chief Research Officer

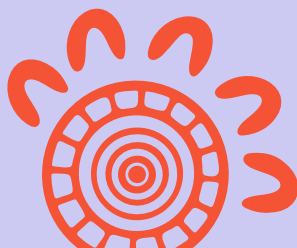
Governance



Action	Deliverable	Timeline	Responsibility
14. Maintain an effective RAP Working Group (RAP WG) to drive governance of the RAP	14.1 Maintain Aboriginal and/or Torres Strait Islander representation on the RAP WG	October 2027	National Manager, Grant Management and Delivery
	14.2 Establish and apply a Terms of Reference for the RAP WG	November 2025	Communications and Engagement Specialist
	14.3 Meet at least four times per year to drive and monitor RAP implementation	October 2027	Communications and Engagement Specialist
15. Provide appropriate support for effective implementation of RAP commitments	15.1 Define resource needs for RAP implementation	November 2025	Communications and Engagement Specialist
	15.2 Engage our senior leaders and other staff in the delivery of RAP commitments	October 2027	Communications and Engagement Specialist
	15.3 Define and maintain appropriate systems to track, measure and report on RAP commitments	November 2025	Communications and Engagement Specialist Enterprise Program Manager
	15.4 Appoint and maintain an internal RAP Champion from senior management	October 2027	Communications and Engagement Specialist
	15.5 Appoint a RAP Sub Working Group (RAP SWG) to drive delivery of RAP action items across Lifeline Australia	November 2025	National Manager, Grant Management and Delivery Communications and Engagement Specialist

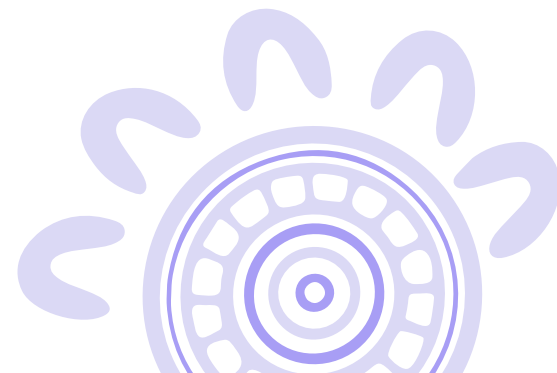
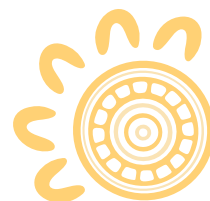
Governance

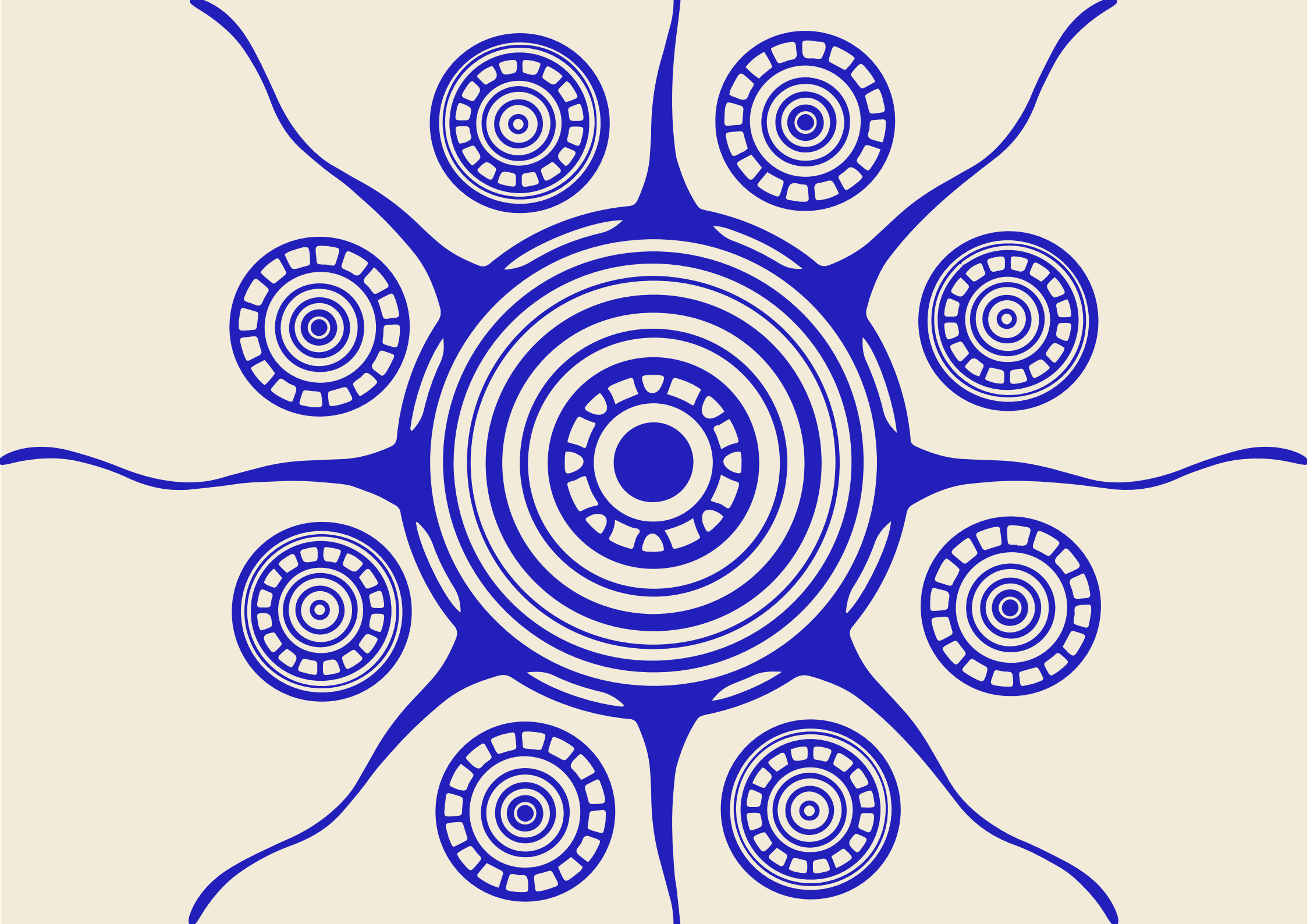
Action	Deliverable	Timeline	Responsibility
16. Build accountability and transparency through reporting RAP	16.1 Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence	July 2026 / 2027	Communications and Engagement Specialist
	16.2 Contact Reconciliation Australia to request our unique link to access the online RAP Impact Survey	1 August 2026 / 2027	Communications and Engagement Specialist
	16.3 Complete and submit the annual RAP Impact Survey to Reconciliation Australia	30 September 2026 / 2027	Communications and Engagement Specialist
	16.4 Report RAP progress to all staff and senior leaders quarterly	October 2027	Communications and Engagement Specialist
	16.5 Publicly report our RAP achievements, challenges and learnings, annually	November 2026 / 2027	Executive Director, Marketing and Fundraising
	16.6 Investigate participating in Reconciliation Australia's Biennial Workplace RAP Barometer	February 2026	Communications and Engagement Specialist
	16.7 Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP	October 2027	Communications and Engagement Specialist
17. Continue our reconciliation journey by developing our next RAP	17.1 Register via Reconciliation Australia's website to begin developing our next RAP	June 2027	Communications and Engagement Specialist



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If you have questions about our RAP or would like to provide feedback, please get in touch.

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Designed by

