

Wyndham City Reconciliation Action Plan



Image: Wyndham City's Possum Skin Cloak

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Copyright information

WARNING: Aboriginal and Torres Strait Islander peoples are warned that the following document contains images of deceased persons.

Acknowledgement

Wyndham City Council recognises Aboriginal and Torres Strait Islander peoples as the First Custodians of the lands on which Australia was

founded. Council acknowledges the Wathaurong, Woiwurrung and Boonwurrung peoples¹ of the Kulin Nation as the Traditional Custodians of the lands on which Wyndham City is being built.

For tens of thousands of years, the Werribee River has been a significant meeting place for Aboriginal people to build community, exchange resources, and share responsibility for its lands.

Council pays respect for the wisdom and diversity of past and present Elders. We share commitment to nurturing future generations of Elders in Aboriginal and Torres Strait Islander communities.

The First Peoples of the lands on which Wyndham City is being built²

For generations, the grasslands on the basalt plains around the Werribee River have been home to a diversity of Aboriginal people: speakers of at least three distinct languages; members of a larger alliance, now described as the Kulin Nation. In this region, the *Marpeang bulluk* community lived west of the river and spoke the Wathaurong language; on the eastern side of the river, the *Kurung jang balluk* community spoke the Woiwurrung language; and the *Yalukit william* community



lived close to the bay and spoke the Boonwurrung language. Together, these Aboriginal communities travelled, traversed, congregated and managed the resources around the Werribee, describing it as the "backbone"³ of life on the grassy plains.

For the first inhabitants of this region, two main Ancestral Beings influenced relationships and social responsibilities: Bunjil, the Wedge-tailed Eagle, the creator; and Waa, the Crow, the protector⁴. Although communities were independent and made collective decisions, representatives formed partnerships and, during the 19^{th} century, negotiated complex relationships with the Europeans who were invading their lands and consuming their resources⁵.

¹ Wyndham City notes that many different spellings for Aboriginal groups exist. Council has chosen the spellings used by the *Victorian Aboriginal Corporation for Languages* to assist with correct pronunciation. The choice of spelling is not related to any particular organisation and is not intended to show any preference for any Aboriginal organisation over another

² For more information, see the Wyndham History website or book <u>Wyndham: Our Story (pp. 31 - 50)</u>

³ European settlers of Wyndham recorded "weariby", meaning "backbone", to be the Aboriginal name for the river. See Wyndham History

Foreword

- Message from the Mayor- 200 words
 PHOTO
- Message from the CEO 200 words PHOTO
- Message from the WRAC 250 words

Message from Senior Possum Skin Cloak Maker – Maree Clarke

The Possum Skin Cloak Making Project was developed to create a living document to trace and track community involvement in the writing of the Reconciliation Action Plan. Throughout 2016, senior artist and cloak maker Maree Clarke, with Len Tregonning, artist and teacher, led workshops with Aboriginal and non- Aboriginal participants of all ages: cutting and sewing the pelts, designing images that represented their concept of reconciliation, burning and painting these onto the cloak, preparing the ochres. In the shared work of its making, in the conversations it made possible, the relationships it created space for, the Cloak mediated reconciliation. Along with Maree, Megan Evans photographed the making of the cloak and its creators. Len generously invited people to be photographed in his own Possum Skin Cloak as a powerful, act of reconciliation. Megan filmed interviews with community members about what reconciliation meant to them. These accompany the Cloak when on public display. Images from the Possum Skin Cloak project are used throughout this Reconciliation Action Plan and the views expressed by community members throughout the consultation process have shaped its strategies and informed its actions.

PHOTO



⁴ For more information about the cultures and histories of Aboriginal Victorians from their perspectives, see the Bunjilaka Aboriginal Cultural Centre at https://museumvictoria.com.au/bunjilaka/whats-on/first-peoples/

⁵ Derrimut and Benbow, Boonwurrung representatives, were among those whose names are remembered in local place names.



Our Business

The Shire of Wyndham, established in 1864, renamed Shire of Werribee in 1909 and proclaimed a City in 1987. Renamed Wyndham City in 1994, Council now consists of 3 wards with 11 elected Councillors who annually elect the Mayor. The current Council was elected in October 2016 for a 4-year term to work with the community and the organisation in setting Council's strategic direction.

Wyndham City is one of the largest employers in the municipality with 1,573 people on the payroll (equivalent to 1,096 full-time jobs as of December 2016). Two positions at Council have been created to support liaison with Aboriginal family services and the development of an Aboriginal Community Centre. Three employees have formally identified as Aboriginal and/or Torres Strait Islander.

The City spans across 542 square kilometres of grasslands with rich basalt soils around the delta of the Werribee River. Its beautiful natural open spaces include the Point Cook Coastal Park and the K Road Cliffs on the Werribee River. Wyndham City includes rural areas, such as Little River, Mt Cottrell and Werribee South, established town centres in Werribee and Hoppers Crossing, and newly-built suburbs such as Tarneit, Point Cook, Truganina and Wyndham Vale. Key tourism attractions such as the Werribee Park Mansion, Victoria's Open Range Zoo, the State Equestrian Centre, and the Point Cook RAAF Museum surround the expansive urban area. The City hosts major industries in Laverton North, large retail precincts, and a maximum-security prison.

This is a large and culturally diverse municipality in a western metropolitan growth area of Melbourne, Victoria⁶. Over 210 000 people live in Wyndham, with 50% of the community born overseas. An additional 10,000 people are moving in to Wyndham each year leading to a projected population of



almost 425 000 by 2036⁷. Population growth presents challenges for building inclusive neighbourhoods, maintaining healthy environments and ensuring equity. Substantial housing development involves land disturbance and poses ongoing threats to cultural heritage.

⁶ For detailed demographic profiles see the Council website at https://www.wyndham.vic.gov.au/about-council/wyndham-community/demographics-population-overview ⁷ See http://forecast.id.com.au/wyndham



Council plays a role in planning and managing the challenges of growth in the following areas:

- Environment: greenhouse gas mitigation, natural resource and waste management, conservation
- Health: home care support, food regulations, service coordination and accessibility
- Emergency management: planning, disaster response and recovery
- Transport and infrastructure: roads, footpaths, traffic management, sport and leisure facilities
- Planning and building: land use regulation and economic development
- Social and community services: early childhood and youth services, community centres and libraries
- Community building: support of local organisations and leadership

The Victorian Aboriginal Local Government Action Plan (2016) recognises Councils as employers and procurers, service providers, planners and public authorities that play a lead role in supporting networked approaches to Aboriginal⁸ community development and self-determination, improving Aboriginal health outcomes across life-stages, and engaging Traditional Owner organisations as leading partners in Aboriginal



cultural heritage management.

Wyndham City is home to a large and diverse Aboriginal population. In recent years, Aboriginal people from all over Australia have moved here. According to 2011 census estimates, Wyndham City has the third highest number of people identifying as Aboriginal and/or Torres Strait Islander in Melbourne and the highest number in the western suburbs. This marked an increase from just over 700 in the 2006 census to almost 1200 in 2011. Although government data is limited in what it can describe about any groups of people, especially Aboriginal people, an understanding of this and its political implications can help inform service planning, targeted employment strategies, and community development priorities. For example, the census data suggest that Aboriginal people are dispersed across the suburbs of Wyndham City and that helps explain the need for a community centre.

⁸ Throughout this document, the term 'Aboriginal' is used to refer to Aboriginal and Torres Strait Islander peoples. This term is used to refer collectively to the first peoples of the nation now called Australia without denying the distinctiveness or sovereignty of the various groups so represented. When quoted, the term 'Indigenous' is used as a similar descriptor. While 'Koori' can refer to Aboriginal people from the south-eastern part of Australia, many Aboriginal people living in Wyndham City originate from outside this region.



The Wyndham Aboriginal Community

The following observations from Wyndham City 2011 census data⁹ suggest other priorities to explore and clarify with Aboriginal communities and thus provide evidence to guide service planning:

- Just over 30% of the Aboriginal population is under 18 years old, justifying the need for comprehensive early years services.
- Family Services need to consider the priorities and resources of the 30% of Aboriginal households that are single-parent families.
- Whilst a quarter of the total Wyndham population was renting, this was the case for almost half of Aboriginal households. This can influence planning for affordable, stable and diverse housing development strategies.



- In 2011, whilst only 5% of Aboriginal people held tertiary qualifications, significantly higher numbers were completing secondary schooling and vocational qualifications than in 2006. This suggests targets for employment and training strategies.
- Between 2006 and 2011, there was an almost 60% increase in the number of Wyndham Aboriginal people in the workforce. Although almost a quarter of Aboriginal household incomes were classified as low, just over half of Aboriginal households earned higher incomes of \$1,000 or more per week. This suggests a widening range of income levels between Aboriginal households and differing issues surrounding access to services.

As more recent census figures become available, it will be possible to learn more about the dynamic and diverse Aboriginal communities of Wyndham. Sustained engagement with the range of Aboriginal people who are, and are not, represented in these statistics represent will play a central role in the cycles of planning, implementation, monitoring and evaluation of work towards reconciliation in Wyndham City.

⁹ For more information, see http://profile.id.com.au/wyndham/indigenous-profile



The vision for Reconciliation that guides our work in Wyndham City for the 2 years of this policy is

Diverse communities, connected through stories; living with respect for the land, sharing resources fairly.

This vision is built on our history. A key theme of consultation for the development of this RAP is that reconciliation can only begin when there is a shared understanding of the past. This is core to Wyndham's Statement of Commitment. As such it is important that Council's vision for Reconciliation in this Reconciliation Action Plan starts with an overview of Wyndham's history.

It is "most important to ... provide understanding ... about the hidden history of the country and allow respect that comes from a learning and listening to occur so that non-Aboriginal people can begin to understand their part in restitution as both individuals and as a collective. Consultation participant, 2016

The earliest records of relationships between Aboriginal communities and European people

include conflict that "took place between Werribee and Williamstown" in 1803¹⁰. It was one of many acts of resistance by Aboriginal people who had been settled here for thousands of years ¹¹. The region's squatters and founding shire councillors led an approach to industrial development and economic growth that displaced the first inhabitants. Later generations of European settlers in Wyndham acknowledged that the lands they lived on were central to the huge "tract of country ...(that) was obtained for a trifle..." by John Batman, on behalf of the Port Phillip Association, in 1835. New residents who inherited the benefits of this deal acknowledged how "cheaply" and unfairly it was arranged and that governments did not address its failings.

John Henry Wedge, another Port Phillip Association developer, surveyed the lands of the future Wyndham City and noted the richness and abundance of Aboriginal community life around the Werribee river, their management of natural resources, and fierce resistance to foreign occupation¹². Although Wedge recognised Aboriginal languages in the place-names he allocated¹³, recognition of the violent conflict and explanations of their "disappearance" from the region were limited in official records although settler families recalled the stories for

¹⁰ Werribee Shire Banner, Thursday 3 January 1924, p.6.

¹¹ Wyndham History website & Geoff Hocking, Wyndham – Our Story, 2013

¹² "Subsequently Wedge settled down at Werribee, and built a small house just below the College farm. At this time, the natives were very numerous. They held their corroborees down in the orchard fished in the river, and hunted along its banks ... They used to spear Wedge's sheep, and it was not safe for a white man to venture forth without a gun." Werribee Shire Banner, Thursday 3 January 1924, p.6

¹³ The Wyndham History website cites Bulban, Cocoroc, Mambourin, Tarneit and Werribee as examples.

generations later¹⁴. The violence at Mt Cottrell¹⁵ in 1836 marked the breakdown of conciliation between Aboriginal peoples and European settlers that led to the exclusion of the former from the foundation of Victoria¹⁶.

Reconciliation in Wyndham City will be achieved when the stories of Aboriginal people are widely known, celebrated, and unresolved issues addressed together. Renewing our vision of the past will inspire us to build a future based on respectful relationships, restorative opportunities and shared responsibility for the land.



This vision is supported in Wyndham 2040 (2016, p.11-14): Wyndham's community plan, that is based on 2,040 stories collected from the people of Wyndham. Aboriginal and non-Aboriginal peoples call for a reconciled City that is characterised by strong families, connected communities, respect for diversity, equitable access to high quality services and courage to share inspiring and challenging stories that

acknowledge the Aboriginal heritage of the land.

Its foundation is in our Statement of Commitment (2015) that emerged from extensive consultation and dialogue across Council, with Aboriginal community networks,

organisations and individuals. This envisages a process of reconciliation for Council that:

- Acknowledges policies and practices that have harmed relationships between Aboriginal peoples and different levels of government, for the wider community with Aboriginal peoples, and amongst Aboriginal people themselves¹⁷.
- Commits to address discrimination and disadvantage caused by injustice; and
- Supports for Aboriginal self-determination in partnerships that respect multiple perspectives and solutions

A commitment of the Wyndham 2040 vision is to "Support further development of safe cultural spaces for Wyndham's Aboriginal community to meet and gather" (p.13)

I hope to see Wyndham embrace its rich and diverse Aboriginal culture from the past and in the present as well as the multitude of other cultures its residents bring to create a vibrant, cohesive and respectful community that shines brightly.

Jamie, Point Cook

¹⁴ For example, "But the blacks disappeared from the district very suddenly. When asked how this happened, a member of the Wedge family related that one night they stole a bag of flour containing arsenic, and their screams could be heard for a mile away." in "Early History of Werribee", Werribee Shire Banner, Thursday 3 January 1924, page 6. See also "Recollections of Mr W. Ison of Werribee" Saturday, 12 Sep 1903, page 4.

¹⁵ For extended accounts and analysis, see Geoff Hocking, Wyndham – Our Story, 2013:43-49; David Moloney, Shire of Melton heritage study: stage two. Melton Council, 2007: 15-21.

¹⁶ The Victorian Constitution Act (Section 1a, 2004) acknowledges that the colony was established "without proper consultation, recognition or involvement of the Aboriginal people of Victoria".

¹⁷ Mick Gooda outlines this multilateral nature of reconciliation that is required in Australia in the Social Justice Report, (Human Rights and Equal Opportunity Commission, 2011:52).

Our Reconciliation journey

For many years, teams at Council have been working towards reconciliation. By 2012, Council was flying the Aboriginal and Torres Strait Island flags outside the civic centre and within Council Chamber, acknowledging Country at Council meetings, engaging with Traditional Owner organisations about cultural heritage matters and supporting the development of local Aboriginal organisations. A NAIDOC Week flag-raising ceremony, hosted with local Aboriginal people, was fixed in the annual civic calendar, and Council was supporting National Reconciliation Week events in the local community and region.

In its 2012-2016 City Plan, Council committed itself to developing a Reconciliation Action Plan to consolidate existing work and identify steps to extend this over the next two years. Throughout 2013, Wyndham City worked in partnership with an Aboriginal community working group to co-host a *Strengthening Community, Connecting Services* forum. Over 60 senior representatives from state and local government departments, Traditional Owner groups, Aboriginal Community-Controlled Organisations, agencies with Aboriginal services and programs; and local Aboriginal community members met to consider the prospect of establishing an Aboriginal community centre in Wyndham. Representatives from Aboriginal community networks reported that, across the western suburbs, Aboriginal people were communicating the need for permanent places in which they could strengthen community connections and improve access to services.

Following the forum, the Wyndham Aboriginal Community Centre Committee (hereafter "the

Committee") was formed as the key platform for the diversity of Aboriginal stakeholders to collaborate with Council towards achieving this vision of establishing a culturally safe place for strengthening community and cultural development, and improving co-ordination of services and programs for Aboriginal people living in Wyndham City.

Various state government departments have subsequently supported this Council – Aboriginal Community partnership project through their grant programs. In 2014, Council was able to establish an Aboriginal Project Officer position to support the development of the Committee and its management of an interim space that opened in 2016. Council engaged an Aboriginal consultant to conduct an Infrastructure Feasibility Study in 2015. From this point, the establishment of a Wyndham Aboriginal Community Centre became a major Council project with land identified, funds committed and human resources allocated.



A Consultancy team is leading design of the Centre alongside an Integrated Family Centre. The Committee is working with Council to ensure that a diversity of Aboriginal and Traditional Owner stakeholders is involved and able to influence every stage of development. As a key priority in this Reconciliation Action Plan, the Aboriginal Community Centre is due to be open for business in 2019.

Alongside this work, extensive consultation about the Reconciliation Action Plan was conducted with a range of Aboriginal stakeholders. With managerial support, Aboriginal and non-Aboriginal staff across Directorates volunteered as Reconciliation Champions to consider the possibilities for their departments. The *Statement of Commitment* (2015) expresses agreements that emerged from this process. It describes our understanding of the nature of Reconciliation in local government and provides the basis for each department to identify Reconciliation strategic aims that are within their scope of influence.

Throughout 2016, staff involvement expanded as departments delegated representatives to take part in RAP workshops, team working groups and leadership meetings to develop specific contributions to the Reconciliation Action Plan. Employees have demonstrated insight, creativity and commitment to embedding reconciliation in the way we work. Departments have proceeded with implementing projects and initiating new forms of engagement with the Aboriginal community inform the next stages of their action plans.

A Reconciliation Action Plan Management Group has been developed to authorise implementation and oversee evaluation. Each Directorate of the organisation is represented at senior level, as the following list demonstrated

- a. Executive sponsor: Director, City Life
- b. City Life Directorate: Manager, Community Planning and Development
 - i. Coordinator, Community Wellbeing & Inclusion
 - ii. Wyndham Aboriginal Community Centre Project Officer
 - iii. Policy and Planning Officer
- c. Manager, Community Support, City Life
- d. Manager, Libraries and Community Learning, City Life
- e. Manager, Environment & water, City Economy, Innovation & Liveability
- f. Manager, Facilities & Open Space, City Operations
- g. Manager, People & Capability, CEO Office
- h. Manager, Contracts Procurement and Risk Management, City Transformation
- i. Manager, Project Management Office, City Transformation
- j. Aboriginal employees representing different Council sectors (2).





A Community Planning and Development department Steering Group has led the process across the organisation, with the Wyndham community and Reconciliation Australia, since 2013. Aboriginal employees have taken up various opportunities to be involved at each stage of this Action Plan's development. They have exercised leadership and contributed in the Reconciliation Champions program, their department Reconciliation planning, the Steering Group and been involved in establishing an Aboriginal Employees Advisory Group

Throughout 2016 and 2017, a Possum Skin Cloak was created to map the journey of reconciliation with Aboriginal and non-Aboriginal people, Council and community, in this place. Elements of this project are woven throughout this document. Leaders of Traditional Owner

Wyndham Reconciliation Advisory Committee

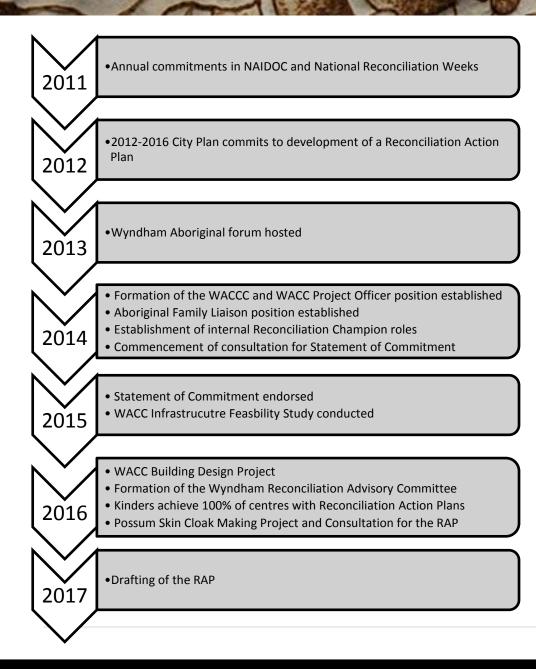
The formation of the Wyndham Reconciliation Advisory Committee in August 2016 is part of our commitment to work with a range of stakeholders to identify Council reconciliation priority actions and maintain reconciling processes. We see reconciliation as much about how we work now as it is about outcomes in the future.

The Advisory Committee provides strategic advice and guidance to Council in the development of the Reconciliation Action Plan. It provides a platform for ongoing engagement between Aboriginal and non-Aboriginal communities with Council across a broad range of issues relating to Reconciliation. Once the Reconciliation Action Plan is established, Council will report to the Committee on progress with specific Reconciliation projects and strategies.

The Committee is co-chaired by a Wyndham City Councillor and an Aboriginal community member. There is a maximum of 10 members, with a majority of Aboriginal representatives. organisations were also formally consulted. Thus, in adopting the Innovate model, we have sought to engage in a reconciling process that trials new

approaches to building relationships, showing respect and creating opportunities for Aboriginal and Torres Strait Islander peoples.





Arts and Cultural Development

Wyndham Art Gallery exhibits Aboriginal artists throughout the year and produces exhibitions during NAIDOC week that are related to the issues that affect Aboriginal people.

In 2015, the *War* exhibition examined the experience of frontier wars in Australia alongside and beyond the two world wars. The works of a range of prominent Aboriginal artists were presented in dialogue with others who have experienced violent conflict.

In 2016, the RACE exhibition in the Gallery incorporated a program of events across Community Centres and a public forum titled UNpacking RACE.

In 2017, the *Human Status* exhibition presents a series of life sized portraits depicting eleven people who were born before the 1967 referendum.





At its core, reconciliation is about recognising what has gone wrong in relationships and working out together how to repair the harm that has been caused. If respect for all parties is demonstrated throughout this work, then the conditions are created to build a just, peaceful community. For Council, respect for Aboriginal peoples begins with acknowledging the political relationships that have caused intergenerational harm, and listening to understand the diversity of Aboriginal perspectives about the priorities that must be addressed if we are to build a shared, equitable future. Our *Statement of Commitment* describes specific Council responsibilities:

- Support active participation of Aboriginal people in decision-making
 - regarding both broad community and specific Aboriginal issues
- Increase opportunities for civic participation and leadership of Aboriginal people in the Wyndham community
- Work with the diversity of Aboriginal stakeholders to improve justice, health, housing and education outcomes
- Create partnerships with Traditional Owner organisations to protect and manage the rich Aboriginal cultural heritage of Wyndham City for future generations

Current initiatives and achievements

Council is building relationships with a range of Aboriginal stakeholders for various long-term projects that address different aspects of the outstanding

work of Reconciliation in this municipality. Firstly, The Wyndham Aboriginal Community Centre Committee leads the partnership with Council to build and manage a centre for the diverse Aboriginal communities to connect, strengthen cultural identities and improve access to services.

Secondly, the Wyndham Reconciliation Advisory Committee represents Aboriginal and non-Aboriginal working as allies with Council to develop, monitor, evaluate and review its Reconciliation Action Plan. The Aboriginal Cultural Heritage Management Working Group is a forum for strengthening partnerships between Council departments, Traditional Owner organisations and state government in order to ensure that the Aboriginal cultural heritage of Wyndham City enriches our relationship to the land for future generations.

Over the years of developing this Reconciliation Action Plan, this Council has built its capacity for organising activities that create safe spaces for bringing people together, building mutual understanding and friendships as a basis for Reconciliation. We look forward to continuing to learn together, through these relationships, what work will lead to Reconciliation.



Action	Deliverables	Timelines	Responsibility
a) A Reconciliation Action Plan Management Group monitors development, implementation, evaluation and reportin	 a) Oversee the development, endorsement and launch of the RAP. b) Ensure representation from Aboriginal and/or Torres Strait Islander employees as members. c) Establish a Terms of Reference d) Meet at least twice a year to monitor and report or implementation. 	 a) December, 2017 b) December, 2017 c) December, 2017 d) June, 2019 	i. Coordinator, Community Wellbeing & Inclusion
b) Establish mechanisms for Aboriginal community members to provide advice and guidance in the development and monitoring of the Reconciliation Action Plan	 a) Establish a Terms of Reference and majority Aboriginal membership for a Wyndham Reconciliation Advisory Committee b) The Wyndham Reconciliation Advisory Committee meets at least 4 times a year to monitor and evaluate this Reconciliation Action Plan c) The Wyndham/Hobsons Bay Local Aboriginal Network receives an annual progress report about the RAP and provides feedback. 	 a) December, 2017 b) June, 2018 and June, 2019 c) June, 2018 and June, 2019 	Manager, Community Planning and Development
 c) Raise internal and external awareness of our RAP to promote reconciliation across ou business and sector 	 a) Include a <i>Reconciliation @ Wyndham</i> presentation in the Corporate Induction b) Design and deliver an organisational Reconciliation Action Plan workshop on the staff training calendar. c) Design and deliver a departmental Reconciliation Action Plan training strategy that equips staff to 	 a) November, 2018 b) November, 2018 c) December, 2018 	Coordinator, Community Wellbeing & Inclusion with a) Manager, People & Capability b) Coordinator Strategy & Stakeholder

	Building Blocks community leadership program	d) December, 2018	Engagement c) Coordinator, Community Wellbeing & Inclusion	
	Reconciliation Action Plan and the Possum Skin	e) June, 2018	d) Coordinator, Community Wellbeing & Inclusion	
	Cloak for Reconciliation.		e) Manager, Arts and Cultural Development; Manager, Libraries and Community Learning	
2. Relationships - National Reconciliation Week				
Action	Deliverables	Timelines	Responsibility	
a) Organise, support and promote external events that bring people together and promote Reconciliation during	a) Design displays and organize activities in Wyndham Libraries that raise awareness about the history of Reconciliation, celebrate Aboriginal leadership and explore current issues during National Reconciliation Week	a) June 2018 and June 2019	 a) Manager, Libraries and Community Learning b) Manager, Community Support 	
National Reconciliation Week	 b) Plan activities and displays that recognize National Reconciliation Week with clients who access Council Community Support services 	b) June 2018 and June 2019	c) Manager, Community Planning and	
	 c) Collaborate with the Western Region Local Government Reconciliation Network to organise and promote National Reconciliation Week events that bring Aboriginal and non-Aboriginal people together to build understanding respect. 		Development: d) Coordinator,	
	d) Register external events on the Reconciliation Australia	d) June 2018 and June 2019	Community Wellbeing &	

k	b) Ensure that the RAP Management Group participates in an external event to recognise and celebrate National Reconciliation Week	 a) Organise an internal event to raise awareness about the themes of National Reconciliation Week b) The Reconciliation Action Plan Management Group promotes staff participation in an external event for National Reconciliation Week. 	a) June 2018 and June 2019 b) June 2018 and June 2019	Manager, People & Capability
C	c) Support Community-led Reconciliation events	Promote the grants offered by <i>Reconciliation Victoria</i> and Council to enable community groups to organise local activities that recognise National Reconciliation Week	June 2018 and June 2019	Senior Grants Development Officer

3. Relationships – Engage the diversity of Aboriginal stakeholders					
Action	Deliverables	Timelines	Responsibility		
a) Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	 a) Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement. b) Develop and implement an Aboriginal stakeholder engagement plan to inform City policies and projects c) Develop an Aboriginal Stakeholder Engagement workshop to deliver within the Community Engagement training calendar d) Develop Aboriginal stakeholder engagement plans that are tailored to particular areas of responsibility in each Directorate e) Provide updates to our Aboriginal stakeholder directory. 	 a) December, 2018 b) March, 2018 c) December, 2018 d) December, 2018 e) June, 2019 	 a) Manager, Strategy & Stakeholder Engagement, CEO Office b) Coordinator, Community Wellbeing & Inclusion c) Coordinator, Community Wellbeing & Inclusion d) Coordinator, Community Wellbeing & Inclusion 		



3. Relationships – Engage th	Relationships – Engage the diversity of Aboriginal stakeholders (continued)				
Action	Deliverables	Timelines	Responsibility		
b) Ensure participation of Aboriginal stakeholders in every stage of development of the Wyndham Aboriginal Community Centre.	 Council ensures that Aboriginal stakeholders a) Inform and influence design of the Centre b) Advise Council in its preparation of a Service Coordination plan for the Centre c) Establish a Centre Committee of Management that supports Aboriginal community governance Council ensures that the Centre d) Provides a range of employment and training opportunities e) Increases procurement of goods and services from Aboriginal businesses 	 a) January, 2018 b) June, 2018 c) June, 2019 d) June, 2019 e) June, 2019 	 a) Manager, Project Management Office b) Manager, Service Planning, Partnership & Reform c) Manager, Community Support d) Manager, People & Capability e) Manager, Contracts Procurement and Risk Management 		
c) Work in partnership with the range of Aboriginal stakeholders to establish a Wyndham Aboriginal Community Centre that achieves the aims of the Wyndham Aboriginal community.	Negotiate partnership agreements with the <i>Wyndham</i> <i>Aboriginal Community Centre Committee</i> to clarify shared aims and changing roles and responsibilities for each year of work together.	February, 2019	Coordinator, Community Infrastructure		

4. Relationships – Networks

Action	Deliverable	Timeline	Responsibility
Strengthen collaboration between local government and Aboriginal communities at regional and state levels	 i. Participate in the Western Region Local Government Reconciliation Network¹⁸ ii. Maintain the Wyndham City page on the Maggolee website¹⁹ that is hosted by <i>Reconciliation Victoria</i> to share resources and support collaboration between Councils with Aboriginal communities. 	i. June 2019 ii. August, 2018	 a) Coordinator, Community Wellbeing & Inclusion b) Coordinator, Community Wellbeing & Inclusion
Strengthen local and regional networks to promote collaboration and improve access to culturally-appropriate services with Aboriginal people across the life stages.	 i. Support the development of the Wyndham Aboriginal Service Providers Network ii. Participate in the Regional Aboriginal Justice Advisory Committee (Department of Justice) to support implementation of the Regional Justice Plan (2013-2018). iii. Participate in the Indigenous Family Violence Regional Action Group (DHHS) and ensure that its priorities inform the Gender Equity strategy. 	i. April, 2019 ii. April, 2019 iii. April, 2019	 i. Coordinator, Community Wellbeing & Inclusion ii. Coordinator, Community Wellbeing & Inclusion iii. Coordinator,

¹⁸ This network consists of six councils across Melbourne's western metropolitan region with Local Aboriginal Network and Reconciliation Victoria representatives. It aims to strengthen collaboration in local government areas to implement Reconciliation action plans, as well as undertake regional projects. See (profile in Victorian Aboriginal and Local Government Action Plan, p19)

¹⁹ This website has been developed by Reconciliation Victoria, with funding from Victorian Government, as a resource for local councils to work more closely with Aboriginal communities. The site includes information on policy and programs, protocols and cultural awareness, key contacts, relevant local data, news and events.

It contains information about each of the 79 Victorian local government areas, and about actions councils can take across key function areas to build closer relationships with Aboriginal and Torres Strait Islander communities and to progress reconciliation. Reconciliation Victoria developed and maintains this site in collaboration with the Municipal Association of Victoria, the Victorian Local Governance Association, LGPro, the Koori Youth Council, Aboriginal Victoria and Local Government Victoria.

iv.	 Facilitate the Best Start Partnerships network and support collaboration with Koorie Engagement Support Officers 	iv. April, 2019	Community Wellbeing &
v.	 (Department of Education and Training) Engage with Aboriginal Community-Controlled Organisations and other providers of programs for Aboriginal people to improve service-planning, co-ordination and partnership in the delivery of culturally- appropriate programs in Wyndham City 	v. June, 2019	Inclusion iv. Manager, Community Support v. Manager, Service Planning, Partnership and Reform

Action	Deliverable	Timeline	Responsibility	
Support collaboration with Registered Aboriginal Parties and Traditional Owner groups for the protection of Aboriginal cultural heritage and management of lands through the formation of an internal Aboriginal Cultural Heritage Working Group	 Establish an Aboriginal Cultural Heritage Working Group to Meet at least 3 time per year Develop a Terms of Reference Prepare principles and guidelines for supporting collaboration with and between Traditional Owner organisations Develop an Aboriginal Cultural Heritage Management Toolkit for Staff Provide at least two Aboriginal Cultural heritage workshop for staff by Aboriginal cultural heritage specialists Improve access for staff to resources and information about sites of Aboriginal significance in the municipality to guide their work Meet with Traditional Owners twice a year to provide overview of planning and negotiate agreements about specific cultural heritage management projects 	 i. June, 2019 ii. December, 2017 iii. August, 2018 iv. June, 2019 v. June, 2019 vi. November, 2018 vii. June, 2019 	Manager, Community Planning and Development	



Respect

The Victorian Aboriginal Local Government Action Plan (2016) explains the key role that Councils can play as a *Local Leader* in developing organisational processes and structures that pay respect for Aboriginal and Torres Strait Islander peoples, cultures, lands, waters, histories and rights. Our **Statement of Commitment** calls us to demonstrate this respect by

- a. Improving access, inclusion and equity outcomes for Aboriginal people in the municipality.
- **b.** Providing services that are culturally responsive and proactive in meeting the needs of Aboriginal people across the life stages
- c. Raising awareness across Council and in the broader Wyndham community to increase understanding, recognition and respect of about the diversity of backgrounds, beliefs, expression of cultures and connections to traditional lands and practices amongst Aboriginal people that have a connection to Wyndham

Current initiatives and achievements



Each year, Council hosts a civic flag-raising ceremony during NAIDOC Week at which community members lead celebration of their achievements and have the opportunity to communicate their key messages for the municipality. Council supports Aboriginal community-led initiatives to run events that address the key themes of NAIDOC Week.

Various Council departments contract different Aboriginal trainers and consultants to facilitate workshops related to specific areas of Council business such as cultural heritage management, early childhood education and service provision. In this Reconciliation Action Plan, Council seeks to integrate this tailored-training approach across the organisation and embed respect based on understanding for all staff of the distinct status and priorities of Aboriginal communities. This includes equipping staff to offer respectful acknowledgement of Country and its diversity Traditional Owners.

1. Respect – Staff awareness raising & education

Action	Deliverables	Timelines	Responsibility
Engage employees in cultural learning	 Promote Reconciliation Australia's Share Our Pride online tool to all employees. 	i. December, 2018	i. Manager, People and Capability
opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	ii. Develop and implement an Aboriginal cultural awareness training strategy for the organization that provides opportunities for staff at all levels to engage through different learning modes (online, workshops, cultural immersion) and is tailored to particular areas of work in each department.	ii. December, 2018	ii. Manager, People and Capability
	iii. Provide opportunities for RWG members, RAP champions, HR managers and other key leadership staff to participate in cultural training.	iii. December, 2018	iii. Manager, People and Capability
	 Maintain a guide to Aboriginal consultants, education providers and resources that increases opportunities to tailor training to the needs of each Directorate. 	iv. January, 2019	

2. Respect – Strengthen awareness, acknowledgement and engagement with Traditional Owners across all our business						
Action	Deliverables	Timelines	Responsibility			
Engage Council staff and Councillors in understanding and publically communicating recognition of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and the names	 i. Develop, Implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country ii. Develop an Aboriginal community contact directory for organizing Welcome and/or Acknowledgement of Country ceremonies and maintain respectful partnerships 	i. July, 2018 ii. July, 2018	 i. Coordinator, Strategic Communications and Marketing ii. Manager, Corporate Affairs iii. Coordinator, Strategic 			

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of the Traditional Owners of the lands on which Wyndham City is being	iii. Organise an Acknowledgement of Country ceremony for at least one Ordinary Council Meeting and another significant civic event each year		December, 2017		Communications and Marketing
built.	 iv. Incorporate Acknowledgement of Country statements into Council communications: a) the public website b) promotional materials for Council events c) Council public policies and plans 		June, 2018	iv. v.	Coordinator, Community Wellbeing & Inclusion Manager, Corporate Affairs
	v. Fly the Aboriginal flag outside the Civic Centre and within Council Chamber throughout the year; and the Torres Strait Islander flag for Reconciliation and NAIDOC Weeks.	V.	. June, 2019	vi. vii.	Managers in each Directorate Managers of Community Services,
	vi. Provide an Acknowledgement of Country statement for staff signatures.	vi.	January, 2018		Libraries and Community Planning
	vii. Develop procedures for incorporating Acknowledgement of Country statements into department programs and events	vii.	June, 2019		and Development
	viii. Ensure all Council community facilities visually communicate an Acknowledgement of Country and Aboriginal peoples in reception areas	∕iii.	August, 2018		
Explore opportunities for incorporating Aboriginal place-names, languages,	Provide Aboriginal language resources and authorizing guidelines in proposal outlines, tenders and selection criteria for projects related to naming new and existing				nager, Service Planning, tnership and Reform
design features and cultural heritage information in a wide-range of existing infrastructure and future	community infrastructure.				original Cultural Heritage orking Group
developments					

3. Respect – NAIDOC Week

Action	Deliverables	Timeline	Responsibility
Provide opportunities for Aboriginal and Torres Strait Islander people in the community and workplace to engage with NAIDOC Week events.	 i. Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week. ii. Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week activities iii. In partnership with local Aboriginal groups, host an annual NAIDOC Week flag-raising ceremony iv. Promote the Council and NAIDOC grants programs to Aboriginal community groups who may wish to organise local NAIDOC Week in the Art Gallery, Libraries and Community Support programs v. Recognise NAIDOC Week in the Art Gallery, Libraries and Community Support programs vi. Design and promote an annual calendar of NAIDOC Week activities in the region. vii. Provide opportunities for staff learn about Aboriginal political history and current issues during NAIDOC Week 	 i. August, 2018 ii. September, 2018 iii. June, 2019 iv. June, 2019 v. June 2019 vi. June 2019 vii. June 2019 	 i. Coordinator, Community Wellbeing & Inclusion ii. Coordinator, Community Strengthening Programs iii. Coordinator, Arts and Cultural Development; Manager, Community Support; Manager, Libraries and Community Learning iv. Manager, People & Capability v. Manager, People & Capability

Action	Deliverable	Timeline	Responsibility
Ensure that Reconciliation priorities are incorporated into the City Plan and integrated into all strategic plans and policies.	 Incorporate consultation with Aboriginal stakeholders and other Reconciliation Action Plan priorities into review processes for strategic plans and policies in each Directorate and department. 	i. December, 2017 and June, 2019	Coordinator, Community wellbeing & Inclusion
	 ii. Develop biennial Reconciliation Implementation Plans with departments in each Directorate 	ii. May, 2019	
Ensure that strategic planning and service coordination is informed by current Aboriginal and Torres Strait Islander population data for	 Collect current demographic data and research to build understanding of the changing profiles and different priorities of Wyndham Aboriginal communities. 	i. February, 2018	 i. Coordinator, Strateg & Stakeholder Engagement
Wyndham City to support improved outcomes in health, education and employment.	 Produce detailed Wyndham City Aboriginal and Torres Strait Islander demographic profiles to inform planning and reform in Council departments that provide community services. 	ii. July, 2018	ii. Manager, Service Planning, Partnersh & Reform



Action		Deliverables	Ti	melines	Responsibility
a) Promote education by and about Aboriginal people and cultures in early years	i.	Align all Early Education and Care Services with the Marrung Aboriginal Education Plan 2016 – 2026 developed by the Victorian Department of Education and Training		December, 2018 April, 2018	Manager, Community Support Quality and Educationa Leader Early Education
	ii.	All Council Kindergartens implement the Narragunnawali: Reconciliation in Schools and Early Learning program in partnership with Reconciliation Australia.			and Care Services Coordinator, Kindergarten Services
	iii.	Facilitate annual professional development workshops to equip Kinder staff to establish, implement and evaluate progress of their <i>Narragunnawali</i> program	iii.	June, 2018 and June, 2019	
	iv.	Organise and fund the annual Aboriginal cultural immersion program for all Kinder families in partnership with Aboriginal businesses.	iv.	November, 2018	
	v.	Fund and facilitate attendance of a small group of Kinder staff to attend the annual Early Childhood Australia Reconciliation Symposium	v.	April, 2018 and April, 2019	
	vi.	Promote Aboriginal businesses that provide early childhood resources	vi.	May, 2019	

5. Respect – Support education for Reconciliation					
Action	Deliverables	Timelines	Responsibility		
b) Promote ongoing learning about Aboriginal cultures, histories and politics	 i. Engage Aboriginal businesses to provide a workshop about Aboriginal approaches to land and resource management with the Wyndham Teachers Environment Network (biennial). ii. Maintain and promote the Rivers to Recognition Education Resource Directory with the Western Region Local Government Reconciliation Network and the Koorie Education Support team (Department of Education and Training) 	 iii. August, 2017 and June, 2019 iv. May, 2018 and May, 2019 	Coordinator Environment and Sustainability		



Wyndham City Kindergartens – A Narragunnawali story

Around 20 years ago, some Council Kindergarten educators began organising an annual cultural immersion outdoor program for families, led by Aboriginal educators on sites of significance. Now, with every Council Kindergarten involved, these activities are embedded in this department's budget and programming.

As each day begins across Council Kindergartens, children sit in circles and acknowledge the Traditional Custodians and Country on which they meet to learn and play. Kindergartens are building a range of resources to embed learning about Aboriginal people and cultures, past and present. Aboriginal businesses are engaged as partners to lead and resource activities. Wherever possible, input from Traditional Owner organisations and local Aboriginal residents is being sought about design features of Kindergarten facilities, old and new.

Council Kindergartens are playing a vital role in ensuring that all Wyndham families understand and respect Aboriginal cultures and histories.

Opportunities

Council recognises that supporting economic development in Aboriginal households is central to Reconciliation in Wyndham City. The actions in this section emerge from understanding the role that Council can play in encouraging Aboriginal enterprise, increasing access to a range of employment opportunities, and procuring goods and services from Aboriginal and Traditional Owner businesses at the local level²⁰.

Current initiatives and achievements

Key departments across the core business areas of Council have developed commercial relationships with a range of Aboriginal businesses. For a number of years, long and short term contracts have supported the design and delivery of services and purchase of resources from Aboriginal artists, architects, training providers, early childhood educators, cultural heritage advisors and community consultants, and ceremonial leaders and performers. We have been proactive in promoting our range of Grants to support Aboriginal community groups and organisations to lead activities that strengthen cultural identity, environmental conservation, reconciliation and social inclusion.

The Wyndham Arts and Cultural Development department is an example of this form of reconciliation in practice on a daily basis. Staffed by Aboriginal and non-Aboriginal artists, curators and development officers, working in partnership, this team promotes participation of Aboriginal people in every aspect of the industry. This creates empowering opportunities for Aboriginal people to express their living cultures and connection to country, engage community histories and reconciliation priorities, through a contemporary arts lens.

At every stage of its development, the Wyndham Aboriginal Community Centre is creating opportunities for contracting various Aboriginal businesses for procurement of goods and services. Once established, Council will seek to make the Centre a workplace of choice for Aboriginal people in the region. This will include targeting recruitment of Aboriginal people and creating a range of employment pathway programs in the Centre for all aspects of its management and operations.



²⁰ *Victorian Aboriginal Local Government Action Plan* (2016); *Statement of Commitment* (2015)

1. Opportunities – Employment

Action	Deliverables	Timelines	Responsibility
Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace	 Develop and implement an Aboriginal and Torres Strait Islander Employment strategy which identifies barriers to Aboriginal and Torres Strait Islander employment and attracts applicants to our workplace Develop and deliver an effective process for collecting information about current Aboriginal and Torres Strait Islander staff to inform future employment opportunities. 	i. June, 2019 ii. January, 2018	Manager, People & Capability
	 iii. Engage with agencies that provide Aboriginal employment programs to provide access for Aboriginal candidates to advertised vacancies 	iii. February, 2018	
	 iv. Establish an Aboriginal Employee Advisory Group to engage and consult with existing Aboriginal and Torres Strait Islander staff about recruitment, retention and professional development strategies 	iv. June, 2018	
	v. Advertise all vacancies in Aboriginal and Torres Strait Islander networks and media.	v. August, 2018	
	vi. Include in all job advertisements, 'Aboriginal and Torres Strait Islander people are encouraged to apply.'	vi. September, 2018	
	vii. Develop and implement an Aboriginal employment pathways program in departments identified as priority areas	vii. June, 2019	

Action	Deliverables	Timelines	Responsibility
Investigate opportunities to increase supplier diversity within Council.	 i. Develop a social procurement policy that promotes supply of goods and services from Aboriginal and Torres Strait Islander businesses in our organisation. ii. Align Council business development strategies with the state government <i>Tharamba Bugheen</i> Aboriginal Business Strategy²¹ iii. Investigate membership of Supply Nation iv. Develop and promote a list of Aboriginal businesses in the region to guide procurement of goods and services. v. Promote participation of local Aboriginal businesses in Council's Business Training and Events calendar, the monthly e-newsletter <i>Business Matters in Wyndham</i>, and network opportunities. vi. Promote engagement across the organization with the Victorian Aboriginal Business Directory and Kinaway Chamber of Commerce Victoria²² 	i. February, 2018 ii. June, 2019 iii. February, 2018 iv. June, 2018 v. June, 2019 vi. September, 2018	Manager, Contracts Procurement and Risk Management, City Transformation

²¹ http://www.vic.gov.au/aboriginalvictoria/policy/victorian-aboriginal-economic-development.html

²² "Kinaway Chamber of Commerce Victoria is a registered company based in Melbourne that aims promotes the involvement of Aboriginal and Torres Strait Islander entrepreneurs in trade and commerce in Victoria and provides policy, advocacy and representation services to Aboriginal businesses and entrepreneurs. Kinaway will also provide services, support and/or products to assist Aboriginal and Torres Strait Islander businesses and entrepreneurs to be commercially sustainable, profitable and innovative." *Tharamba Bugheen* Aboriginal Business Strategy, State of Victoria, March, 2017, p.25

	 vii. Engage with the Victorian Aboriginal Economic Board for advice about procuring goods and services through Aboriginal businesses for completion of the Wyndham Aboriginal Community Centre project viii. Develop commercial relationships with at least one an Aboriginal owned business 	vii. June, 2019 viii. January, 2018
Support the development of Aboriginal community leadership.	 Promote participation of Aboriginal residents <i>Building</i> <i>Blocks</i> Community Leadership Program, facilitated in partnership with Victoria University, for local Wyndham residents, employees, community members or volunteers. 	i. June, 2018
	 ii. Promote the free Volunteer and Community Group Training calendar 	ii. January, 2018
	 iii. Promote the Community Pathways Scholarships through Council's Grants program to support Aboriginal sports people, artists, community champions and students to pursue their field of expertise. 	iii. June, 2019





Libraries and Community Learning: a river with many branches

In 2015, Wyndham City Libraries hosted the launch of the Victorian Aboriginal Honour Roll. This celebration marked a milestone for Libraries teams in their journey towards a Reconciliation Action Plan that would place recognition of Aboriginal achievements and building respectful relationships with local Aboriginal community members at its heart. We began by taking Library resources to community events and attending Local Aboriginal Network meetings. Recommendations from Aboriginal community members were then incorporated into the Library Children's & Youth and Adult Frameworks and Library Business Plan. Some changes we have made include:

- Commissioning an artwork by an Aboriginal artist, that celebrates Indigenous knowledge systems.
- Visit Aboriginal community playgroups to provide resources and a Story Time.

Promote our Aboriginal and Torres Strait Islander

picture book collections and resources in other collections with Aboriginal flag stickers.

- Create intergenerational opportunities to learn about Aboriginal cultures and histories including film nights and story times during Reconciliation Week and NAIDOC Week
- Engage increasing numbers of staff in *Cultural Connections* training
- Increase display of Aboriginal and Torres Strait Islander flags at Libraries.

We celebrate the strengthening of relationships with the Wyndham Aboriginal Community to create Libraries that are welcoming spaces for Reconciliation.

Libraries could create ...

A list of books about Aboriginal culture with a précis of each so we know which books to borrow and read. Consultation participant, 2016



Monitoring & Evaluation

Tracking progress and reporting				
Action	Deliverable	Timeline	Responsibility	
Report RAP achievements, challenges and	Complete and submit the RAP Impact	30 September,	RAP Management	
learnings to Reconciliation Australia	Measurement Questionnaire to Reconciliation Australia annually.	annually	Group	
	Investigate participating in the RAP Barometer.	May 2018		
Report RAP achievements, challenges and learnings internally and externally	 Report to the Wyndham Reconciliation Advisory Committee and Local Aboriginal Network Conduct a public review of progress against 	i. December, annually		
	Reconciliation Action Plan outcomes and report at the ordinary Council Meeting closest to Reconciliation Week	ii. May, annually		
Review, refresh and update RAP	 i. Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements. ii. Send draft RAP to Reconciliation Australia for review and feedback. iii. Submit draft BAB to Reconciliation Australia for 	i. January, 2019 ii. September, 2019 iii. October, 2019		
	iii. Submit draft RAP to Reconciliation Australia for formal endorsement.			

Reconciliation

As the gum leaf smoke of welcome rises high, The truth of our belonging is a sword-thrust – We based Australia's history on a lie.

'Empty country' we proclaimed to a southern sky, Years in thousands still discounted in our lust As the gum leaf smoke of welcome rises high.

Invaders, my ancestors, would not try To respect Law, culture, language. Accept we must, We based Australia's history on a lie.

Colonial chains and massacres passed by, But our justice still is coloured and unjust As the gum leaf smoke of welcome rises high.

We voiced apologies, acknowledgements, but why Were they abandoned like machinery to rust? We based Australia's history on a lie.

Action now! We cannot still deny It's time to gain and build a mutual trust As the gum leaf smoke of welcome rises high. We based Australia's history on a lie.

Margaret Campbell Wyndham Reconciliation Advisory Committee, 2017



Contact details for feedback about this draft Position: Policy and Planning Officer Phone: 9742 8136 Email: community.development@wyndham.vic.gov.au

Copies of this draft Reconciliation Action Plan Copies can be downloaded from https://www.wyndham.vic.gov.au/reconciliation and can be made available in alternate formats. For assistance, please phone 9742 0777 or email mail@wyndham.vic.gov.au.

For Translating and Interpreting Services, call 131 450 and ask for connection to Wyndham City on 9742 0777. For those who are deaf of have a hearing or speech impairment contact Wyndham City through the National Relay Service:

- 1. TTY user phone 133 677 then ask for 9742 0777
- 2. Speak and Listen (speech-to-speech relay) users phone 1300 555 727 and ask for 9742 0777
- 3. Internet relay users connect to http://relayservice.gov.au/ and ask for 9742 0777