



St John

ST JOHN AMBULANCE **ACT**

**REFLECT RECONCILIATION
ACTION PLAN MAY 2025- NOVEMBER 2026**





ACKNOWLEDGEMENT OF COUNTRY

St John Ambulance ACT acknowledges the Traditional Custodians of the lands and seas on which we live and work, and pay our respects to Elders past, present and emerging.



CONTENTS

Artwork

Statement from Reconciliation Australia CEO

Message From Chair & CEO

Our Organisation

Our Reconciliation Journey

RAP Working Group & Implementation

Relationships

Respect

Opportunities

Governance



Marramby Journeys

WALKING TOGETHER

By Sarah Richards of Marrawuy Journeys

This piece tells the story of St John Ambulance ACT's journey alongside the ACT community—grounded in care, connection, and a shared commitment to making a difference.

On the left, St John ACT is surrounded by staff and volunteers, representing their deep roots in the community. Flowing through the artwork are three intertwined paths—relationships, respect, and opportunities—coming together at the footprints on the right, marking the completion of the Reflect RAP. But it's not the end. It's a new beginning toward deeper reconciliation and lasting change.

At the heart is the Royal Bluebell, symbolising Canberra and the many people who shape it. The footprints within and beyond it reflect the ongoing work happening on the ground.

Along the bottom, figures stand together, connected by a continuous line—an abstract representation of arms, acting as a reminder we're stronger when we walk forward together.

STATEMENT FROM CEO OF RECONCILIATION AUSTRALIA

Reconciliation Australia congratulates St John Ambulance ACT on continuing its reconciliation journey by formally endorsing St John Ambulance ACT's second Reflect Reconciliation Action Plan (RAP).

Through this plan, St John Ambulance ACT continues to play an important role in a network of more than 2,500 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP continues the journey and primes the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes. These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also to increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables St John Ambulance ACT to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations St John Ambulance ACT on your second Reflect RAP, and I look forward to following your continuing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia

MESSAGE FROM CHAIR & CEO OF ST JOHN ACT

St John Ambulance ACT are proud to share our Reflect Reconciliation Action Plan (RAP).

This plan is the first step in our journey towards reconciliation at St John Ambulance ACT, reflecting our commitment to fostering respectful relationships, creating meaningful opportunities, and enhancing our cultural understanding.

We understand that reconciliation is a shared responsibility and a continuous journey that requires genuine commitment and action.

Our RAP provides the framework for our organisation to take actionable steps towards reconciliation and we hope it will assist our staff and volunteers in taking their own personal journey towards reconciliation too.

We are committed to listening, learning, and working collaboratively to create an environment that allows Aboriginal and Torres Strait Islander peoples to feel welcome, included and valued.

We invite all members of the St John Ambulance ACT community to join us in this important journey.

James Goodwin
Chair St John Ambulance ACT

Martin Fisk
Chief Executive Officer & RAP Champion

OUR ORGANISATION

At St John Ambulance ACT, our mission is For the Service of Humanity, and we bring this to life by saving lives through first aid and working to care for our community. As part of St John Ambulance Australia, a self-funded, charitable organisation with a 140-year legacy of lifesaving service, we are dedicated to ensuring that first aid training and, resources are accessible to everyone in the ACT. While we are connected to the Order of St John, an organisation with a rich and honourable history spanning centuries, our focus remains local – supporting the safety, health, and resilience of the Canberra community.

Our impact is driven by a dedicated team of 14 full-time, 2 part-time, and 22 casual staff, including two Aboriginal and Torres Strait Islander staff members, alongside a passionate network of over 120 volunteers. Through their expertise and commitment, we provide first aid services at events, community education, and emergency response support, helping people be prepared to save lives when it matters most.

Our commitment to caring for our community extends beyond traditional first aid training through key programs such as:

- **First Aid in Schools** – Equipping young people with basic first aid skills, empowering them with the knowledge and confidence to respond in an emergency.
- **CBR NightCrew** – Providing first aid support, hydration, and a safe space in Canberra's nightlife precinct to minimise harm and reduce pressure on emergency services.
- **Disaster Response Support** – As part of the Territory Emergency Management Plan, our trained volunteers stand alongside emergency services, helping the Canberra community prepare for, respond to, and recover from disasters.

As a not-for-profit, volunteer-based organisation, proceeds from our commercial training and product sales fund community first aid education programs, ensuring that more people have the skills to save a life when it matters most.

We are also committed to fostering inclusion and diversity within our workforce and volunteer network. Through our Reflect RAP, we are formalising our commitment to reconciliation and meaningful engagement with First Nations communities.

Through these initiatives, St John Ambulance ACT continues to be a trusted provider of first aid and community health services, equipping people with the skills and support needed to respond in times of need and contribute to a safer, more resilient ACT.

OUR RECONCILIATION JOURNEY

St John Ambulance ACT is developing a Reflect Reconciliation Action Plan (RAP) to turn our commitment to reconciliation into concrete actions. While we have long supported the ACT community, this RAP provides a structured approach to building stronger relationships with Aboriginal and Torres Strait Islander peoples, embedding cultural respect, and increasing opportunities for participation and leadership within our organisation. This Reflect RAP will guide us in making reconciliation an ongoing, practical commitment within our organisational culture, community programs, and operations.

Although this is our first RAP and our reconciliation journey is in its early stages, St John Ambulance ACT is actively engaged in supporting Aboriginal and Torres Strait Islander communities through ongoing initiatives and event support.

For example, over the past 12 months, we have provided pro bono and discounted event health services at several Aboriginal and Torres Strait Islander events, ensuring community safety and wellbeing. These events include:

- **Yuma Day**
- **Buroinjin Carnival**
- **NAIDOC Ball**
- **Corroboree Family Day**
- **NAIDOC Family Day**
- **NACCHO National Conference**

As part of our Reflect RAP, we have committed to continuing to support community events that celebrate and strengthen Aboriginal and Torres Strait Islander cultures, ensuring our engagement remains ongoing and meaningful.

Beyond event support, we incorporate reconciliation into our daily practices by including an Acknowledgement of Country on our website and email signatures, ensuring visibility and respect for First Nations peoples.

Additionally, through our CBR NightCrew initiative, we currently employ two Aboriginal and Torres Strait Islander staff in identified roles, reinforcing our commitment to creating meaningful employment opportunities within our organisation.

Through these actions, St John Ambulance ACT remains committed to building relationships, fostering respect, and continuing to embed reconciliation practices into our work in practical and meaningful ways.

OUR RAP WORKING GROUP & APPROACH TO IMPLEMENTATION

St John Ambulance ACT's Chief Executive Officer, Martin Fisk, will serve as the RAP Champion and chair the RAP Working Group (RWG), which consists of representatives from key areas of the organisation to ensure RAP deliverables are embedded across all teams.

Name	Position
Martin Fisk	Chief Executive Officer, RAP Champion and RWG Chair
Jacinta Johnstone	Community Engagement Manager
Kate Luck	Chief Finance Officer
Michael Singer	Senior Manager Operations
Travis Williams	CBR Night Crew
Mae La Valle	Volunteer Manager
Christopher Le	Customer Service and Administration

The RWG will lead the implementation of the RAP by embedding reconciliation across governance, operations, and community engagement. This will be achieved through:

- **Leadership & Accountability** – A Terms of Reference (ToR) will guide the RWG’s structure and decision-making. While all RWG members contribute, the Community Engagement Manager will take the lead in delivering many RAP actions, supported by RWG representatives across the organisation. RWG Representatives will lead by example through participation in reconciliation initiatives, cultural awareness training, and community events.
- **First Nations Representation & Engagement** – While an Aboriginal and Torres Strait Islander representative is part of the RWG to guide, not drive, RAP implementation, we recognise the need for broader First Nations representation. As our Aboriginal and Torres Strait Islander workforce grows, RWG involvement will be an option for them. Where financially viable, we will also explore engaging external advisors and/or establishing an Advisory Committee to provide cultural and strategic guidance, with appropriate remuneration.
- **Prioritisation & Reporting** – The RWG will assess and prioritise RAP actions, ensuring they are embedded across teams. Quarterly reviews will track progress, with regular internal leadership updates and annual reporting to Reconciliation Australia to ensure transparency and accountability.

By embedding reconciliation into our leadership, governance, and community engagement, and ensuring Aboriginal and Torres Strait Islander perspectives inform decision-making without carrying sole responsibility, we will ensure our RAP drives meaningful, measurable change.



RELATIONSHIPS

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	July, 2025	Community Engagement Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October, 2025	Community Engagement Manager
	Identify and provide financial or in-kind support to at least three Aboriginal and Torres Strait Islander-led initiatives (such as community development programs, events, or health and wellbeing projects) per year, strengthening relationships with local communities.	November, 2026	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May, 2025	Community Engagement Manager
	RAP Working Group members to participate in an external NRW event.	27 May- 3 June, 2025	Community Engagement Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June, 2025	Chief Executive Officer
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all St John ACT staff and stakeholders.	May, 2025	Chief Executive Officer
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	June, 2025	Community Engagement Manager
	Identify RAP and other like-minded organisations including interstate St John Ambulance equivalents as well as other organisations in the health and charitable sector) that we could approach to collaborate with on our reconciliation journey.	July, 2025	Community Engagement Manager
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	October, 2025	Chief Financial Officer and Senior Manager Operations
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	November, 2025	Chief Financial Officer and Senior Manager Operations



RESPECT

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	October, 2025	Senior Operations Manager and Volunteer Manager
	Conduct a review of cultural learning needs within our organisation.	July, 2025	Senior Operations Manager and Volunteer Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	June, 2025	Community Engagement Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May, 2026	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	May, 2025	Community Engagement Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June, 2025	Community Engagement Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2025	RAP Working Group
8. Acknowledge and celebrate Aboriginal and Torres Strait Islander dates of cultural significance	Develop a calendar of key Aboriginal and Torres Strait Islander dates of cultural significance and respect and share it with staff along with relevant educational materials.	May, 2026	Customer Service & Administration
	Host a minimum of one event or initiative internally to recognise a date of significance outside NAIDOC or NRW.	December, 2025	Community Engagement Manager



OPPORTUNITIES

Action	Deliverable	Timeline	Responsibility
9. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	March, 2026	Chief Financial Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March, 2026	Chief Financial Officer
10. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	May, 2026	Senior Operations Manager
	Investigate Supply Nation membership.	May, 2026	Senior Operations Manager



GOVERNANCE

Action	Deliverable	Timeline	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	May, 2025	Community Engagement Manager
	Draft a Terms of Reference for the RWG.	June, 2025	Customer Service & Administration
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May, 2025	RAP Working Group Chair
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	July, 2025	Community Engagement Manager
	Engage senior leaders in the delivery of RAP commitments	July, 2025	RAP Champion
	Define appropriate systems and capability to track, measure and report on RAP commitments	July, 2025	Community Engagement Manager

Action	Deliverable	Timeline	Responsibility
13. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June, Annually	Community Engagement Manager
	Contact Reconciliation Australia in July annually to request our unique link, to access the online RAP Impact Survey.	July, Annually	Community Engagement Manager
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, Annually	Community Engagement Manager
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing out next RAP	August, 2026	Community Engagement Manager

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