



Macarthur
Legal Centre

Reconciliation Action Plan

Reflect

November 2025 - May 2027



RECONCILIATION
ACTION PLAN

REFLECT



MACARTHUR
Legal Centre

Supporting our community





Contents



- 03 Statement from the CEO of Reconciliation Australia
- 04 Acknowledgement of Country
- 05 Our Organisation
- 07 Our RAP
- 08 Our Reconciliation Activities
- 09 Relationships
- 10 Respect
- 11 Opportunities
- 12 Governance

Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

Reconciliation Australia welcomes Macarthur Legal Centre to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Macarthur Legal Centre joins a network of more than 3,000 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 over 5.5 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 will lay the foundations, priming 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 increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Macarthur Legal Centre 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 first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Macarthur Legal Centre, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer



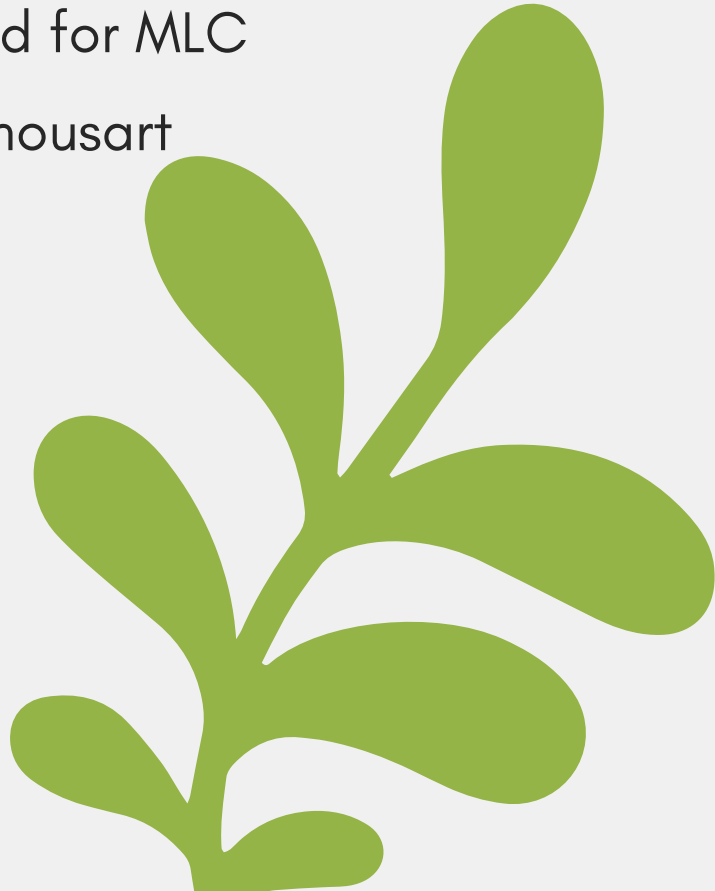


Acknowledgement of Country

We acknowledge First Nations peoples as the original and ongoing Custodians of the lands and waters on which we all live and work.



Untitled piece commissioned for MLC
Instagram: [maymay_indigenousart](https://www.instagram.com/maymay_indigenousart)



Our Organisation

Macarthur Legal Centre (MLC) was established in 1987 and is part of a strong network of community legal centres across Australia. We provide free legal advice, assistance and referrals to people living within our diverse catchment area, always guided by our commitment to social justice, respect, integrity and collaboration.

MLC auspices two vital services alongside our core legal practice: the South West Sydney Tenants Advice and Advocacy Service (SWSTAAS) and the Macarthur Women's Domestic Violence Court Advocacy Service (MWDVCAS). Together, our services help protect and advance the rights of people who might otherwise face barriers to accessing justice and support.

Our legal team delivers a broad range of legal services, delivered in innovative, accessible, and collaborative ways. Our solicitors provide free legal advice, information and referrals to all residents and service providers in the Macarthur region of NSW, with targeted legal support for people on low incomes or those experiencing significant disadvantage.

Beyond individual legal assistance, MLC also plays an active role in driving systemic change. We provide community legal education workshops to community groups and service providers, and we contribute to law reform efforts to address structural injustices that impact our clients and communities.

In 2023, MLC received NSW 'Critical Services Gap' funding to deliver generalist community legal services to communities previously lacking free legal assistance in parts of western NSW. In addition to providing services across the Local Government Areas (LGAs) of Campbelltown, Camden, Wollondilly, Wingecarribee, Goulburn, Yass and the Upper Lachlan Shire, our reach now extends to additional LGAs including Balranald, Bland, Carrathool, Coolamon, Cootamundra-Gundagai, Cowra, Griffith, Hay, Hilltops, Junee, Leeton, Narrandera, Temora, Weddin, Wentworth and partial coverage of Snowy Valleys (shared with Hume Riverina Community Legal Centre).

Our SWSTAAS team provides specialist tenancy advice and advocacy for tenants living in the LGAs of Fairfield, Liverpool, Campbelltown, Camden and Wollondilly. We believe that safe and secure housing is a fundamental human right, and our tenancy team works to uphold and protect that right for people at risk.

MWDVCAS delivers information, referrals, advocacy and support at court for women experiencing domestic and family violence. MWDVCAS works alongside clients to provide support before, during and after court proceedings. MWDVCAS is part of a network of 27 community based Court Advocacy Services in NSW. Legal Aid NSW administers funds for all of the WDVCS'. Macarthur WDVCS covers Campbelltown and Picton Courts and workers attend on the ADVOC List Day and other days for hearings to support clients.



MWDVCAS also give appropriate referrals and information relating to their Domestic and/or Family Violence matter, advocate for clients, network with the local community service providers on issues around Domestic and Family Violence, offer training to community workers and ensure women have access to appropriate support outside of the justice system. In November 2023 we rolled out the Hearing Support Pilot with two staff. This extra funding allowed every woman who has a hearing matter to be supported on the day - either at Court or via AVL. This pilot is working extremely well with collaborative partnerships being created all the time.

There are 19 staff employed with MWDVCAS including many caseworkers in specialist roles such as; DFV Aboriginal Focus Worker, SAM Coordinator, DFV Multicultural Focus Worker, Aboriginal Focussed Caseworker, Youth Focussed Caseworker, Disability Focussed/Generalist Caseworker, LGBTIQ+ Focus/Generalist Caseworker, Multicultural Focus Caseworker, Domestic & Family Violence Specialist Workers alongside Generalist Caseworkers and Hearing Support Workers. We have seen a positive increase in staffing, which has greatly supported Macarthur WDVCS' capacity.

Currently, Macarthur Legal Centre employs 48 dedicated staff members across our three services. Of these, five team members identify as First Nations. Our main office and secondary satellite office are both located on Queen Street in Campbelltown, New South Wales. Through our dedicated staff, trusted community partnerships and unwavering commitment to fairness and integrity, MLC continues to stand with our communities in working towards a more equitable and just society.



Our RAP

MLC recognises that, as a community legal centre, we have an important role to play in contributing to reconciliation with First Nations peoples. We acknowledge the historical and ongoing impacts of colonisation, dispossession and systemic disadvantage faced by First Nations peoples, and we are committed to playing our part in addressing these injustices.

The RAP Champion for Macarthur Legal Centre is our Operations Manager, who plays a key leadership role in driving the development and implementation of our Reflect RAP. As RAP Champion, the Operations Manager is responsible for promoting internal engagement, maintaining momentum across the organisation, and ensuring our reconciliation commitments are embedded into everyday practice. This role includes working closely with staff, leadership, and stakeholders to foster cultural learning and accountability across all areas of our service.

Developing a Reconciliation Action Plan will help us formally commit to building relationships, increasing respect, and creating meaningful opportunities with and for First Nations communities in our catchment. This plan is an important first step in strengthening our organisation's cultural understanding and ensuring that the services we provide are culturally safe, accessible, and responsive. By developing a RAP, we aim to embed reconciliation principles into our everyday work and organisational culture, so we can contribute in a practical and sustainable way to a more just and equitable society.

We intend to approach the implementation of our RAP with genuine curiosity, respect, and openness to learning. We will establish a dedicated RAP Working Group, involving staff and representatives who can guide and monitor our progress. We will seek to build strong relationships with local First Nations organisations, Elders and community members, and ensure that our actions are informed by their voices and leadership.

Throughout this journey, we will provide opportunities for our staff and Board to undertake cultural awareness training, participate in local community events, and strengthen our understanding of local cultural protocols. We will report regularly on our progress to maintain transparency and accountability, and ensure that reconciliation actions become an ongoing part of our organisational planning and operations.

While this is MLC's first formal RAP, we have taken some early steps on our reconciliation journey. We have long acknowledged the Traditional Custodians of the lands on which we work and provide services.

We participate in National Reconciliation Week and NAIDOC Week events and have distributed literature to our staff to expand their knowledge. We provide cultural awareness training to staff members and are committed to continuing this training across the whole organisation. We have also sought to make our office culturally sensitive by featuring indigenous art works by artists who work in our catchment.

We know that there is much more to do, and this Reflect RAP will help us lay the foundation for building stronger relationships, deepening our cultural knowledge, and ensuring that MLC continues its journey of reconciliation in a meaningful and accountable way.



Our Reconciliation Activities

Macarthur Legal Centre has a long-standing and evolving commitment to building respectful relationships with First Nations communities across our core and extended catchments. Our engagement has taken a variety of forms, ranging from regular outreach services to collaborative education initiatives and active participation in community events.

We currently conduct fortnightly outreach sessions at the Tharawal Aboriginal Corporation. Most clients attending these sessions identify as First Nations and have been referred to us directly by the Corporation. We provide advice and assistance across a range of legal areas, including family law, debt, employment, Wills and estates, and fines-related matters. These outreach services aim to ensure culturally safe, accessible, and respectful legal support for First Nations clients in a familiar and trusted setting.

In addition to our regular outreach, we frequently partner with First Nations community organisations to deliver targeted services such as Wills and advice clinics, community legal education workshops, and support at community events. These partnerships span both our Macarthur and Western NSW service regions. Where mainstream service providers include programs for First Nations groups (such as mothers' groups at women's health centres); we collaborate to provide legal education or specific legal services tailored to those community needs.

We also work closely with other legal service providers, including Legal Aid NSW and private pro bono partners, to deliver coordinated and culturally appropriate services such as collaborative Wills clinics, advice clinics, and assistance with accessing birth certificates. These joint efforts are designed to reduce barriers to legal support and to respond meaningfully to local needs.

Our Aboriginal Legal Access Program (ALAP) worker, plays a central role in strengthening our connections with First Nations service providers and community networks. The ALAP worker attends both sector-wide and local First Nations network meetings, regularly engages in relationship-building with First Nations organisations, and ensures warm referral pathways are available for clients. This worker also works with First Nations youth involved in the juvenile justice system through the Court Children and Adolescent Support (CCAS) program, offering information, referrals, and court support.

MLC proudly participates in National Reconciliation Week and NAIDOC Week activities each year. We host information stalls at community events, distributing resources and engaging with community members to promote awareness of our services and ensure First Nations peoples feel welcomed and supported when seeking legal help.



Relationships



Action	Deliverable	Timeline	Responsibility
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.	Jan, 2026	Operations Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Feb, 2026	Operations Manager
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May, 2026	Operations Manager
	RAP Working Group members to participate in an external NRW event.	27 May – 3 Jun, 2026	Operations Manager
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 Jun, 2026	Operations Manager
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May, 2026	Operations Manager
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Aug, 2026	Operations Manager
	Identify organisations with a RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Aug, 2026	Operations Manager
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Mar, 2026	Operations Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Mar, 2026	HR Manager

Respect



Action	Deliverable	Timeline	Responsibility
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.	May, 2026	Operations Manager
	Conduct a review of cultural learning needs within our organisation.	Apr, 2026	HR Manager
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.	Jan, 2026	Operations Manager
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	May, 2026	Operations Manager
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.	Jun, 2026	Operations Manager
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	Jun, 2026	Operations Manager
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2026	Operations Manager

Opportunities

Action	Deliverable	Timeline	Responsibility
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.	May, 2026	HR Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Apr, 2026	HR Manager
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.	Sep, 2026	Operations Manager
	Investigate Supply Nation membership.	Aug, 2026	Operations Manager



Governance



Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	Apr, 2026	Operations Manager
	Draft a Terms of Reference for the RWG.	Mar, 2026	Operations Manager
	Establish Aboriginal and Torres Strait Islander representation on the RWG	Apr, 2026	Operations Manager
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Feb, 2026	Operations Manager
	Engage senior leaders in the delivery of RAP commitments.	Feb, 2027	Operations Manager
	Maintain a senior leader to champion our RAP internally.	Nov, 2026	Operations Manager
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Feb, 2027	Operations Manager
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	Operations Manager
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, Annually	Operations Manager
	Communicate our RAP progress to internal and external stakeholders	March, June, September, December Annually	Operations Manager
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Nov, 2026	Operations Manager



MACARTHUR
Legal Centre

Supporting our community

Thank You

For public enquiries about our RAP
please contact:

Kiley Good

Operations Manager

(02) 4628 2042

kgood@maclegal.net.au