



ABN. 23 110 750 715 - Yaran Business Services Pty Ltd

Cross Cultural Awareness & Reconciliation Action Planning, Mentoring, Action Learning and Training

Reconciliation Action Plans (RAPs)

Yaran is an entrepreneurial business that offers a range of strategic services to clients to improve their knowledge, skills, and ability to engage with Aboriginal and Torres Strait Islander peoples. An important engagement and participation strategy involves the development and strategic evaluation of RAPs.

Yaran is about shifting the discussion around Aboriginal and Torres Strait Islander peoples from the perceived notion of disadvantage to engaged partners in the reconciliation process.

Through the provision of customised programs Yaran will assist with the development of a world view for non- Aboriginal and Torres Strait Islander people to see the real value of Aboriginal and Torres Strait Islander peoples professionally,

culturally, economically, and socially.

Yaran can assist your organisation to:

- Develop a RAP that is strategic and aligned with the organisation's aims thus ensuring sustainable change and tangible outcomes.
- Facilitate the implementation of RAP strategies.
- Develop pathways for the implementation of RAPs within the organisation, and
- Develop tangible Aboriginal and Torres Strait Islander recruitment and retention strategies.

Yaran's philosophy is to develop and embed the RAP process within your organisation's strategic goals and to ensure that your RAP is not just a superficial veneer with little substance.

For more information please contact our office through info@yaranbiz.com.au

Balancing culture and business

Our understanding of Aboriginal and Torres Strait Islander needs combined with specialist knowledge and experience ensures that Yaran are able to provide relevant advice to Aboriginal and Torres Strait Islander organisations, communities and individuals.

Cross cultural awareness, cultural intelligence, dealing with diversity and cultural engagement, is for those who attend our seminars, sessions or training, an experience which is a transformative journey, and which we hope will enlighten participants to achieve a deeper understanding of our rich culture.

We hope that attendees will embrace these learning's and encourage and engage with others in the workplace and in their communities as to what they have learned.

At Yaran, our professional Aboriginal trainers and mentors are committed to enabling your business to enhance your social and economic presence.

Our purpose is to immerse your staff in a unique process that we envisage will evolve into

significant attitudinal and behavioural change, thus encouraging engagement with internal and external stakeholders so as to move forward in significant ways, thus ensuring positive long-term outcomes.

Our work in improving staff understanding cultural differences is aimed at both non-Indigenous and Indigenous people working in, or engaging in an Indigenous or non-Indigenous context. The course works to assist participants, who are usually working in Indigenous settings, to better understand, work and communicate, with people of Indigenous and Torres Strait Islander backgrounds or vice versa.

Specifically, we Evaluate and develop pre-existing RAPs to align with your organisation's culture and reflect any changes that may have occurred since the previous RAP. deliver a tailored CCA course that provides participants with skills and strategies that they can use to communicate more efficiently, and work more effectively, with Aboriginal and/or Torres Strait Islander people (and many other cultures as the course adopts a participative framework).

The program we use has been delivered to large areas of the Australian mainstream public sector and commercial businesses, with high rates of success and positive participant feedback.

In particular, training participants will:

- Provide a real and lasting benefit for attendees;
- Will provide enjoyable, interesting and relevant exchanges;
- Provide a program that will effect real behavioural change;
- Provide a more positive mindset toward Aboriginals and non-Aboriginal people accordingly and that both cultures are better equipped to deal with cultural diversity.

Cultural Awareness Services

Yaran's approach to the development of a Cross Cultural Framework is to provide a corporate and long-term strategic approach to the management of Indigenous issues.

Our staff have been delivering this type of training and providing mentoring services with regard to cultural diversity for over 20 years. We tailor and provide specific training to meet your individual needs and requirements.

Our 'Cultural Awareness Framework' provides a platform for consistency, consolidation, coordination and standardisation across your business.

We offer a comprehensive range of professional services that are designed to assist and promote Indigenous business, community development and sustainability.

Our approach includes (but is not limited to):

- Organisational Cultural Intelligence Assessment/Audit
- Cultural Change Programs
- Working in a culturally diverse workplace
- Managing Cultural Diversity
- Mentoring Indigenous people in the workforce
- Strategic Relationship Building with Indigenous people/communities
- Capacity building and development of business with Traditional Owner groups
- Developing Proactive Cross-Cultural Conflict Resolution Strategies
- Addressing barriers to Indigenous Recruitment & Retention
- Aboriginal Engagement Strategy, understanding Traditional Owners

Contact details

Richard (Rick) Callaghan

Principal
Mobile 0419 858 213
Email: rick@yaranbiz.com.au

Dr Daniel (Dan) Tyson

Principal
Mobile 0417 882 793
Email: dtyson@yaranbiz.com.au

Adelaide Office & Postal Address:

Yaran Business Services Pty Ltd
Unit 4b, 69 Sir Donald Bradman Drive, HILTON SA 5033
Ph: (08) 8234 5700
Fax: (08) 8234 5600

PO Box 2286, HILTON PLAZA SA 5033

Web: yaranbiz.com.au