

*Respect*

*Excellence*

*Celebration*

*Compassion*

*Acceptance*

*Professionalism*

# RECONCILIATION ACTION PLAN

*Yorga*

*Moorditj*

*Marman*

*Koort*

*Kwabbaduk*

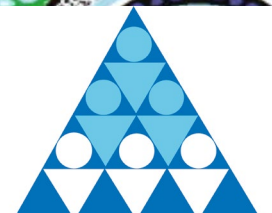
*Moort*

May 2021 - May 2023



RECONCILIATION  
ACTION PLAN

INNOVATE



**CENTRE CARE**  
"People Making Time for People"

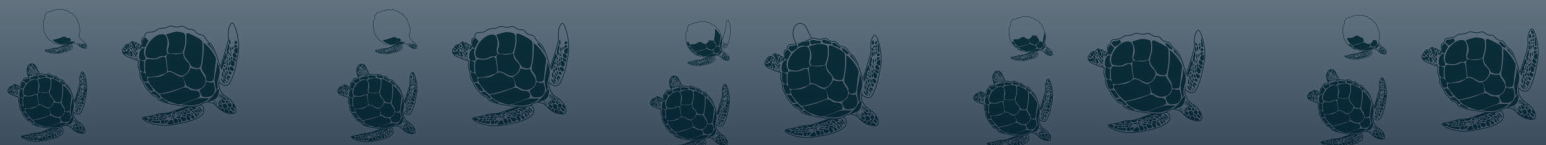
2021

2023



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# ARTWORK

The Artwork design for the Centrecare Reconciliation Action Plan cover and back page was put together by an Aboriginal Man; an artist from the Wadjak Boodjar, Reece Wilkes.

*“The art work has a story behind it. The red section represents the Centrecare office that’s located in Kalgoorlie which is based on the red sand area of the country. The dark green patches represents the Bunbury Centrecare office which is based in a darker green land area of the country. The lighter green patches represent the Centrecare offices in the Perth area which has the lighter colour to the green land around the city. All the dots represent roughly the amount of people that work with Centrecare or are employed by Centrecare.*

*The border that has the dark blue, light blue, and the white in it represents our surrounding beaches and the snow white sand that we would use to go fishing and swimming or just to soak up the meditations on nice days.*

*The circle with the four arches around it represent the yarning circle as a symbol of our connection to the land and to share our stories. So as you can see around the yarning circle in the light green oval shapes I put in Centrecare’s values which are Respect, Excellence, Celebration, Compassion, Acceptance and Professionalism. The yarning circle creates conversations around these key topics.*

*The animal prints in the outskirts of the border represents some of the main foods that the Aboriginals would eat back in history and still eat today. They are the Kangaroo print and the Emu print. The human feet that are in the art represents that we are still here, still connected to our culture and still standing strong on this beautiful land we call home.*

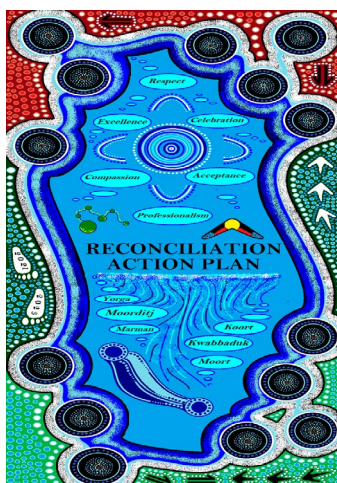
*The words that are in the oval shapes at the bottom are Nyoongar words: Yorga is Woman; Moorditj is Deadly/ Good/Awesome; Marman is Man; Koort is Heart; Kwabbaduk is beautiful; and Moort is family. The reason I used these words is because Centrecare has a variety of Deadly/Good/Awesome men and women who are a part of Centrecare’s beautiful family and that shows the passion and desire to help others that are in need, and this comes from their beautiful hearts.*

*The dark blue and light blue lines streaming down underneath the Reconciliation Action Plan title, represents the running waterfalls that we have in and around the Perth to Kalgoorlie regions. These are some of the places where we would receive fresh water in the past. The water then runs down to the waterhole which is the dark blue and light blue print that has the two circles at both ends and has the lines and dots in it which represents the foods that we would eat from the waterhole, such as freshwater fish and lobsters.*

*The green circles with the connected lines attached to it represents travelling from one place to the other, one town to the other.*

*And last of all, the boomerang with the Aboriginal flag in it represents the Aboriginal custodians of the land which we stand on today. It shows that we acknowledge and pay respect to our elders in the past, the present and the future generations to come”.*

Other artwork in this document was created by Michelle Naude.

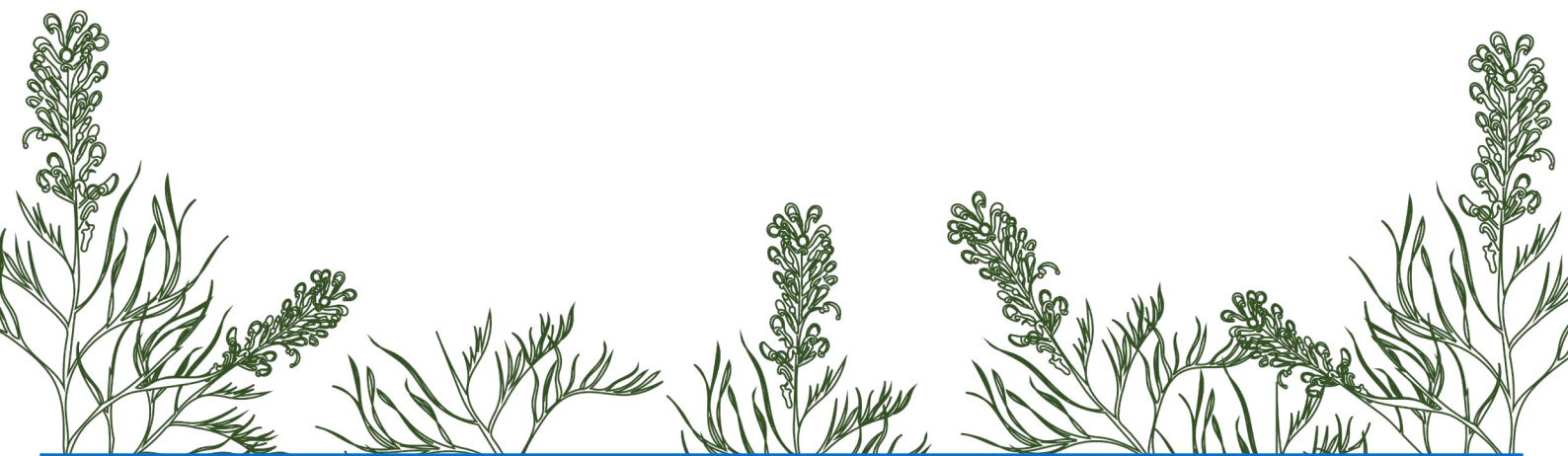




# OUR VISION FOR RECONCILIATION

Our vision for reconciliation is an organisational culture that acknowledges and respects Aboriginal and Torres Strait Islander peoples as the First Peoples of this Land by recognising the importance of their cultures, families, communities, and connections to Country. We as an organisation are committed to supporting Aboriginal and Torres Strait Islander families and their children to be safe and remain in family kinship in a culturally secure setting.

Adopting a collaborative relationship that at all times seeks to co-design and partner in service design and provision, Centrecare would like to be recognised by Aboriginal and Torres Strait Islander peoples as a diverse organisation that can celebrate their culture and lived experience and provide support in a culturally responsive and sensitive manner. We support the empowerment of Aboriginal and Torres Strait Islander peoples to build strong and resilient communities through knowledge and with respect.





# DIRECTOR'S MESSAGE



I would like to begin by acknowledging the Traditional Custodians of this land and pay my respect to their Elders past, present and emerging. I also want to express my gratitude that we are able to share this land, convey my sorrow for some of the costs of that sharing, and my hope and belief that we can move to a place of equity, justice and partnership together.

Centrecare's management and staff, the Reconciliation Action Plan (RAP) committee and the Aboriginal and Torres Strait Islander Cultural Working Group have actively embraced the opportunity to achieve our vision of genuine reconciliation between non-Indigenous and Aboriginal and Torres Strait Islander peoples.

In Centrecare's new Innovate Reconciliation Action Plan we identify the areas and actions required to achieve our Innovate RAP goals.

This RAP will see a new and comprehensive cultural learning package, designed, and delivered by our Cultural Liaison Officers, rolled out to all our staff to become a part of our compulsory staff training package.

Within our Human Resource processes, we will be formalising an Aboriginal and Torres Strait Islander Employment Strategy. All aspects of Centrecare's approach to employment will seek to encourage Aboriginal and Torres Strait Islander applicants and to nurture a culturally sensitive, safe, and supportive environment.

We will continue to strengthen our partnerships and collaborations with Aboriginal and Torres Strait Islander organisations. Each of us will seek to share our respective skills, knowledge, and abilities to achieve our common goal – the delivery of culturally safe, respectful, and relevant services to Aboriginal and Torres Strait Islander adults, families, and children.

We would like to thank the current and emerging leaders within our Aboriginal and Torres Strait Islander staff and participating Elders from the community for their steadfast commitment in guiding and supporting Centrecare to achieve its desire for reconciliation.

In the following pages we share our Innovate RAP which maps the next steps in Centrecare's journey toward reconciliation with the Traditional Owners of this land.

Tony Pietropiccolo AM Director

# OUR BUSINESS

Centrecare is a Catholic, not-for-profit organisation which aims to strengthen people and communities through the provision of professional social services, inspired by compassion and recognition of human dignity. Centrecare is an innovative provider of specialist social programs and offers extensive outreach and on-site services in the Perth metropolitan area and regional centres of Western Australia. Centrecare currently delivers 70 services across areas that include:

- General and Specialised Counselling Services for Families, Individuals, Youth and Children
- Out of Home Care Services for Aboriginal and Torres Strait Islander Children
- Intensive Family Support Services and Family Support Networks
- Children's Services and Child Parent Centres
- Family Housing and Accommodation Support Services
- Family Dispute Resolution Services
- Financial Counselling and Gambling Help
- Justice Services for Adults and Youth
- Migrant Services, and
- Aboriginal and Torres Strait Islander specific services

More detailed information on our services can be found on our website at [www.Centrecare.com.au](http://www.Centrecare.com.au)

Centrecare employs 302 staff and 2 volunteers across 10 branches in the Perth metropolitan area, the Goldfields, Esperance, and Bunbury.

Aboriginal and Torres Strait Islander staff account for 7% of total Centrecare paid staff, in services and programs throughout the organisation.

Centrecare operates from nine office locations with our head office located in Perth and metropolitan branches in Gosnells, Cannington, Mirrabooka, Joondalup and Midland. Centrecare has regional branches in Bunbury, Esperance, Leonora and Kalgoorlie. Our Kalgoorlie branch also provides services to Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara (NPY) Lands.

Centrecare is committed to building strong relationships with Aboriginal and Torres Strait Islander peoples, families and communities incorporating our values of Respect, Excellence, Celebration, Compassion, Acceptance and Professionalism.



# OUR VALUES

## **R E S P E C T**

Recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views.

## **E X C E L L E N C E**

A commitment to the continued improvement of our skills and to the highest standards in service delivery.

## **C E L E B R A T I O N**

Celebrating the beauty of life, friendship and the resilience and achievements of the human spirit.

## **C O M P A S S I O N**

An open hearted and thoughtful response to the experiences of the people we serve and those we work with.

## **A C C E P T A N C E**

Welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation.

## **P R O F E S S I O N A L I S M**

Delivering services and treating others in a non-judgemental, caring and highly proficient manner.



# OUR RAP

Centrecare is committed to providing culturally responsive and sensitive services to Aboriginal and Torres Strait Islander peoples. Centrecare's RAP aims to facilitate and guide Centrecare in its systems, processes, policies, and service delivery to work collaboratively towards improving the wellbeing and lived experiences of Aboriginal and Torres Strait Islander peoples.

Centrecare held the initial meeting to form a committee to develop a RAP for the organisation on 23 Aug 2013. The RAP Committee currently consists of

Centrecare Co-chairs: Leanne Strommen – General Manager and Patrick Smith - Aboriginal Elder and Family Accommodation Caseworker, along with elected representatives across all branches. They include:

- Alliance Manager - Gosnells
- Chair of the Aboriginal and Torres Strait Islander - CWG
- Cultural Liaison Officer - Kalgoorlie
- Cultural Liaison Officer - Midland
- Program Manager - Midland
- Team Leader - Administration
- Team Leader - Bunbury
- Team Leader - Gosnells
- Team Leader - Human Resources
- Youth Caseworker - Joondalup

These committee members work across services that includes a variety of program delivery and corporate services. In all there are four Aboriginal and/or Torres Strait Islander people on the RAP Committee.

Aboriginal and Torres Strait Islander staff are nominated for Centrecare's Aboriginal and Torres Strait Islander Cultural Working Group (CWG), with a total of up to nine people on the working group. This number includes places for up to three staff from our Aboriginal and Torres Strait Islander partner agencies. The Aboriginal and Torres Strait Islander - CWG engages with the RAP Committee providing a consultative and informative forum around issues affecting Aboriginal and Torres Strait Islander peoples and communities. They are a key reference point and driver of the RAP in conjunction with the RAP Committee and appointed community Elders.

Since inception, the Centrecare RAP Committee, in consultation with the Aboriginal and Torres Strait Islander - CWG, has completed the drafting of the inaugural Centrecare Reconciliation Action Plan, implementing, and ensuring accountability of the 'Plan'. The Plan was developed under the direction of the two co-chairs of the RAP Committee and the Aboriginal and Torres Strait Islander - CWG, and through consultation with Aboriginal and Torres Strait Islander organisations, individuals and community groups.

Our Reflect RAP (2018-2019) has laid a solid foundation on which to build our Innovate RAP so that we can raise cultural awareness across the organisation and actively encourage staff to respect and embrace our cultural diversity - not just on special occasions but every day.

This new Innovate RAP provides details of the strategies and activities that Centrecare will implement so we can achieve the vision we have set for our organisation.



# OUTCOMES AND LEARNINGS (MOVING FORWARD)

- Reflecting on our reconciliation journey so far, the Director has appointed our General Manager Community Services as Centrecare's RAP Champion both internally and externally.
- Our committee is enthusiastic and committed, and we need to share this enthusiasm to engage all Centrecare staff in our journey. A human resource and a marketing representative have now joined our committee, broadening, and enhancing support for the achievement our RAP outcomes. Our RAP Committee will be responsible to provide updates within our staff meetings and highlight local activities and progress.
- We need to work toward embedding a Cultural Framework throughout Centrecare so that the organisation can move forward from cultural awareness to cultural responsiveness. Our collaborations, partnerships, and support for staff to reflect on their attitudes, behaviours and practices through the actions outlined in our Reconciliation Action Plan will help us to achieve this milestone.
- We have learned the value of engaging the right people to provide support and inform us on our journey. The Aboriginal and Torres Strait Islander Cultural Working Group and Community Elders have been generous with their lived experience and cultural knowledge, guiding us toward achieving our vision for genuine reconciliation between Aboriginal and Torres Strait Islander peoples and other Australians.
- We recognise the need for a multi-faceted, innovative approach to the way we communicate information throughout our journey with staff. The RAP Committee and the Aboriginal and Torres Strait Islander-CWG are communicating RAP actions and updates with staff through branch meetings, newsletters, the intranet and other marketing, human resources, and IT channels.



# OUR PARTNERSHIPS AND ACHIEVEMENTS

It is important to Centrecare that we build strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians as our purpose is “to provide people and communities with professional social services that enhance wellbeing and that are inspired by compassion and recognition for human dignity and worth”.

Centrecare supports a coordinated and collaborative approach to Closing the Gap with particular regard to the disproportionate number of Aboriginal children in out of home care and the disproportionate number of Aboriginal people in custody. The Director influences policy direction and societal attitudes through his communications at a government level, his pointed social commentary and at a variety of high-level community speaking engagements. Centrecare has demonstrated a committed approach to valuing children, through the establishment of the Valuing Children Initiative. As a social impact movement, the Valuing Children Initiative is unique in taking a preventative approach to how we as Australian adults value children to increase child wellbeing and allow all children to flourish into adulthood. The General Manager strengthens our partnerships with Aboriginal and Torres Strait Islander agencies in order to collaboratively provide supportive and effective programs for ex-offenders and youth in contact with the justice system. Our work in the areas of homelessness, strengthening families and family reunification through intensive support, builds resilience directly empowering Aboriginal and Torres Strait Islander peoples within the community to achieve their goals.

Centrecare has to date over 100 metropolitan and regional connections to Aboriginal and Torres Strait Islander specific services through partnerships, consortiums, memorandums of understanding and other collaborative, less formal arrangements. We will continue to seek opportunities for further positive interactions with Aboriginal and Torres Strait Islander agencies and Aboriginal and Torres Strait Islander specific services throughout the period of our Innovate RAP and into the future.

## **Some Highlights of the Achievements from the first RAP**

- Development of an Aboriginal and Torres Strait Islander Policy. The purpose of the policy is to encourage Centrecare staff to commit to practice culturally competent, sensitive and responsive ways of working with Aboriginal and Torres Strait Islander peoples with the aim of fostering excellence in service delivery, respect for human dignity, social justice, reconciliation and integrity in the workplace.
- Development of a Cultural Competency Training plan for the whole organisation.
- Inclusion of insight into Aboriginal and Torres Strait Islander Cultures for all new staff inductions, delivered by Aboriginal Cultural Liaison Officers.
- Development and completion of a Cultural Awareness Training package designed by the Aboriginal and Torres Strait Islander-CWG.
- Participation in significant events – NAIDOC Week, National Sorry Day, National Reconciliation Week, National Walk for Reconciliation, Families Week, National Aboriginal and Torres Strait Islander Children’s Day, International Day of the Worlds Indigenous People, Mental Health Week, Wardarnji Festival, Survival Day.
- The Aboriginal and Torres Strait Islander -CWG have reviewed our current program brochures and pamphlets from a cultural perspective and find that they are culturally inclusive and do not pose any barriers to accessing our services.



# THE FOUR PILLARS OF CENTRECARE'S RAP

## **RELATIONSHIPS**

Through our networks, collaborations, and partnerships both formal and informal, Centrecare continues to walk alongside Aboriginal and Torres Strait Islander peoples, with each of us sharing our knowledge, our experiences, and our strengths throughout the journey. We recognise the need to increase our awareness and understanding to gain insights into our Aboriginal and Torres Strait Islander peoples' rich cultures and histories.

Centrecare understands that only through building strong and respectful relationships will we be able to achieve deeper and more meaningful engagement with Aboriginal and Torres Strait Islander peoples; our colleagues and the individuals, children, and families we serve.

## **RESPECT**

Respect and Acceptance are two of Centrecare's core values; the "recognition of the intrinsic worth of all human beings and the importance of sustaining their dignity and valuing their views" and "welcoming people in all their diversity in a manner that diminishes anxieties, enhances self-worth, communicates goodwill and leads to reconciliation".

It is essential we ensure that as colleagues and professionals, we achieve a common understanding and acknowledgement of the history, the trauma, the successes, and the contemporary experiences of Aboriginal and Torres Strait Islander peoples.

Cultural learning opportunities are provided to all Centrecare staff including a required training in the early stages of employment. Celebrating cultures, histories, achievements and important events alongside our Aboriginal and Torres Strait Islander colleagues and Community, are expressions of our sincerity toward achieving genuine reconciliation with Aboriginal and Torres Strait Islander peoples.

## **OPPORTUNITIES**

Centrecare is strongly committed to addressing the intergenerational disadvantages experienced by Aboriginal and Torres Strait Islander peoples. "Closing The Gap" recognises the cumulative and ongoing effects that colonisation has had on Aboriginal and Torres Strait Islander peoples, which has had a heavy impact on their social, economic, educational and health outcomes.

Centrecare's employment and procurement strategies are just two avenues demonstrating our commitment toward closing the social and economic gap between Aboriginal and Torres Strait Islander peoples and other Australians. Our organisation continues to focus on creating employment and educational opportunities for Aboriginal and Torres Strait Islander peoples.

## **GOVERNANCE**

Tracking and Reporting.





# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</p> <p>Build relationships through celebrating National Reconciliation Week (NRW).</p>	<p>Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.</p>	<p>Ongoing - review July 2021, 2022</p>	<p>General Manager, Community Services</p>
	<p>Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations</p>	<p>Ongoing - review July 2021, 2022</p>	<p>General Manager, Community Services</p>
	<p>Continue to build on existing MOU's with local Aboriginal Organisations/ Services and explore any further MOU opportunities.</p>	<p>October 2021, 2022</p>	<p>Lead: General Manager, Community Services Support: Executive Managers</p>
	<p>Maintain a presence where possible on Aboriginal and Torres Strait Islander organisation committees or on government and non-government sector committees where Aboriginal and Torres Strait Islander organisations are also engaged.</p>	<p>September 2021, 2022</p>	<p>Lead: General Manager, Community Services Support: Executive Managers</p>
	<p>Continue, where possible, to enter partnerships with Aboriginal and Torres Strait Islander organisations that provide similar or complimentary social services.</p>	<p>Ongoing - review July 2022</p>	<p>Lead: General Manager Support: Executive Managers</p>
	<p>Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff through Centrecare's Intranet, Cultural calendar, and newsletter.</p>	<p>May 2021, 2022</p>	<p>Lead: General Manager, Community Services Support: RAP Co-Chairs, Marketing Officer, Executive Managers, Assistant Managers and branch Program Managers</p>





# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Build relationships through celebrating National Reconciliation Week (NRW) cont.</p>	<p>RAP Committee members to participate in an external NRW event.</p>	<p>27 May- 3 June, 2021, 2022</p>	<p>Lead: General Manager Support: RAP Committee</p>
<p>Promote reconciliation through our sphere of influence.</p>	<p>Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.</p> <p>Organise at least one NRW event each year and register all NRW events on Reconciliation Australia's NRW website.</p> <p>Establish an email signature for staff to use during NRW.</p> <p>Implement strategies to engage our staff in reconciliation.</p> <p>Communicate our commitment to reconciliation publicly and explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.</p> <p>Engage and collaborate with other like-minded organisations to advance reconciliation.</p>	<p>27 May- 3 June, 2021, 2022</p> <p>May 2021, 2022</p> <p>May 2021, 2022</p> <p>Ongoing – review October 2021, 2022</p> <p>Ongoing review November 2021, 2022</p> <p>December 2021</p>	<p>Lead: Director Support: General Manager, Community Services</p> <p>General Manager, Community Services Support: RAP Committee and Aboriginal and Torres Strait Islander-CWG</p> <p>Lead: Director Support: Marketing Officer</p> <p>Lead: Director Support: General Manager, Community Services and Chief of Corporate Services</p> <p>Lead: Director Support: General Manager, Community Services and RAP Co-Chairs</p> <p>Lead: General Manager, Community Services Support: RAP Co-chairs and Chief of Corporate Services</p>



# RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Promote reconciliation through our sphere of influence cont.</p>	<p>Centrecare to continue to promote RAP awareness through:</p> <ul style="list-style-type: none"> <li>Promotion of the RAP on Centrecare’s website, with printed copies available at Centrecare branches.</li> <li>Articles published in the Centrecare quarterly newsletter ongoing, to highlight stories of RAP progress, activities, culture, and events.</li> </ul> <p>Celebrate the launch of our Innovate RAP inviting staff and partnership agencies to attend and promote through our social media.</p>	<p>Ongoing – review</p> <p>June 2021, July 2022</p> <p>October 2021, 2022</p> <p>June 2021</p>	<p>Lead: RAP Co-Chairs</p> <p>Support: RAP Committee and Centrecare Marketing</p> <p>Lead: Director</p> <p>Support: General Manager, Community Services and RAP Co-Chairs</p>
<p>Promote positive race relations through anti-discrimination strategies.</p>	<p>Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.</p>	<p>July 2021, July 2022</p>	<p>Chief of Corporate Services</p>
	<p>Develop and communicate an anti-discrimination policy for our organisation in consultation with Aboriginal and Torres Strait Islander cultural advisors / staff.</p>	<p>July 2021, July 2022</p>	<p>Chief of Corporate Services</p>
	<p>Educate senior leaders on the effects of racism.</p>	<p>Ongoing – review October 2021, 2022</p>	<p>Lead: Director</p> <p>Support: General Manager Community Services and Chief of Corporate Services</p>



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</p>	<p>In consultation with local Traditional Owners and/or Aboriginal and Torres Strait Islander People, conduct a review of cultural learning needs within our organisation.</p>	<p>September 2021</p>	<p>Lead: General Manager, Community Services Support: RAP Co-Chairs</p>
	<p>In consultation with local Traditional Owners and/or Aboriginal and Torres Strait Islander people, develop, implement, and communicate a cultural learning strategy for our staff.</p>	<p>October 2021</p>	<p>Lead: General Manager, Community Services Support: Chief of Corporate Services</p>
	<p>Provide opportunities for RAP Working Group members, HR team members and key leadership staff to participate in formal and structured cultural learning.</p>	<p>Ongoing – review July 2021, July 2022</p>	<p>Lead: General Manager, Community Services Support: Chief of Corporate Services</p>
	<p>Continue to develop and review cultural awareness training modules and options for staff and establish a multidimensional learning approach including E-Learning, Face to Face and QA sessions.</p>	<p>Ongoing - review December 2021, November 2022</p>	<p>Lead: General Manager, Community Services Support: Aboriginal and Torres Strait Islander -CWG</p>
	<p>Centrecare to research and incorporate a cultural component within trauma informed practice model.</p>	<p>September 2021</p>	<p>Lead: General Manager, Community Services Support: Executive Manager, Professional Excellence</p>





ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols cont.</p> <p>Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p>	<p>Review Centrecare program information to ensure Aboriginal and Torres Strait Islander protocols are respected.</p> <p>Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.</p> <p>RAP Committee and Aboriginal and Torres Strait Islander -CWG to participate in an external NAIDOC Week event.</p> <p>Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.</p> <p>Promote and encourage participation in external NAIDOC events to all staff.</p> <p>Share information regarding NAIDOC Week to all staff.</p> <p>Establish an email signature for staff to use during NAIDOC Week</p> <p>Centrecare branches to support Aboriginal and Torres Strait Islander-run NAIDOC Week events.</p>	<p>November 2021</p> <p>Review June 2021, 2022</p> <p>July 2021, 2022</p> <p>Ongoing – review June 2021, 2022</p> <p>June 2021, 2022</p> <p>June 2021, 2022</p> <p>July 2021, 2022</p> <p>July 2021, 2022</p>	<p>RAP Co-Chairs</p> <p>Lead: General Manager, Community Services</p> <p>Support: Centrecare Management Team</p> <p>Lead: Aboriginal and Torres Strait Islander-CWG</p> <p>Support: RAP Committee</p> <p>Lead: General Manager, Community Services</p> <p>Support: Chief of Corporate Services</p> <p>Lead: General Manager Community Services</p> <p>Support: Centrecare Management Team</p> <p>Lead: Centrecare Marketing Officers</p> <p>Support: RAP Committee</p> <p>Centrecare Marketing Officer</p> <p>Lead: General Manager, Community Services</p> <p>Support: Branch Management Teams</p>





# RESPECT

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week cont.	Look for innovative strategies to educate, share, communicate and celebrate important Aboriginal and Torres Strait Islander events such as National Reconciliation Week, NAIDOC, and National Aboriginal and Torres Strait Islander Children’s Day during the Covid19 pandemic period.	August 2021	Lead: General Manager, Community Services Support: RAP Committee and Aboriginal and Torres Strait Islander - CWG



# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	August 2021	Lead: Chief of Corporate Services Support: General Manager, Community Services
	Consult with Aboriginal and Torres Strait Islander staff to develop and implement an Aboriginal and Torres Strait Islander recruitment, retention, and professional development strategy.	February 2022	Lead: Chief of Corporate Services Support: General Manager, Community Services
	Investigate opportunities to advertise the jobs available in Centrecare directly to Aboriginal and Torres Strait Islander applicants on the Noongar Chamber of Commerce and Industry website and/or the au.Indeed.com website.	October 2021	Chief of Corporate Services



# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development cont.</p>	<p>Review HR and recruitment procedures and policies to identify and remove any barriers to Aboriginal and Torres Strait Islander participation in our workplace.</p> <p>Effectively reach Aboriginal and Torres Strait Islander stakeholders by:</p> <ul style="list-style-type: none"> <li>Continuing to advertise using “Aboriginal and Torres Strait Islander candidates are encouraged to apply” on all Centrecare vacancies</li> <li>Identifying and promoting Aboriginal and Torres Strait Islander (50d) employment opportunities/positions where available</li> <li>Formalising an HR policy to ensure the employment interview panel includes a qualified Aboriginal and/or Torres Strait Islander staff member, where available and taking in to account Aboriginal and Torres Strait Islander cultural considerations.</li> </ul> <p>Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.</p> <p>Investigate opportunities with tertiary institutions for Aboriginal and Torres Strait Islander employment pathways.</p> <p>Provide support to Aboriginal and Torres Strait Islander staff, including learning and development opportunities within the organisation as they arise, to help build personal capacity.</p>	<p>Ongoing - review July 2021, 2022</p> <p>Ongoing - review July 2021, 2022</p> <p>Ongoing - review July 2021, 2022</p> <p>July 2021, 2022</p> <p>April 2022</p> <p>December 2021</p> <p>June 2021</p>	<p>Chief of Corporate Services</p> <p>Chief of Corporate Services</p> <p>Chief of Corporate Services</p> <p>Chief of Corporate Services</p> <p>Lead: Chief of Corporate Services Support: General Manager, Community Services</p> <p>Chief of Corporate Services</p> <p>Lead: Chief of Corporate Services Support: General Manager, Community Services</p>



# OPPORTUNITIES

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</p>	<p>Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.</p> <p>Investigate a relationship with the Noongar Chamber of Commerce or Supply Nation membership.</p> <p>Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.</p> <p>Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.</p> <p>Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses to procure goods and services, where these goods and services are competitive in pricing and quality of product</p> <p>Support procurement from Aboriginal and Torres Strait Islander owned businesses, by investigating opportunities and including appropriate businesses on Centrecare’s approved suppliers list.</p> <p>Marketing Department to invite quotes from local Aboriginal and Torres Strait Islander owned businesses for products promoting local culture when such products are required (eg NAIDOC week)</p>	<p>July 2022</p> <p>January 2022</p> <p>Ongoing – review June 2021 – July 2022</p> <p>Ongoing – review June 2021 – July 2022</p> <p>Ongoing – review July 2021 – July 2022</p> <p>Ongoing – review August 2021, 2022</p> <p>Ongoing – review July 2022, 2023</p>	<p>Lead: Chief Finance Officer</p> <p>Support: Chief of Corporate Services</p> <p>Chief Finance Officer</p> <p>Lead: Chief Finance Officer</p> <p>Support: Chief of Corporate Services</p> <p>Lead: Chief Finance Officer</p> <p>Support: Chief of Corporate Services</p> <p>Lead: Chief Finance Officer</p> <p>Support: Chief of Corporate Services</p> <p>Lead: Aboriginal and Torres Strait Islander - CWG</p> <p>Support: Chief of Corporate Services</p> <p>Chief of Corporate Services</p>





# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
<p>Establish and maintain an effective RAP Committee to drive governance of the RAP.</p> <p>Establish and maintain an effective Aboriginal and Torres Strait Islander – Cultural Working Group to support the RAP Committee</p> <p>Provide appropriate support for effective implementation of RAP commitments.</p>	<p>Maintain Aboriginal and Torres Strait Islander representation on the RAP Committee.</p>	<p>Ongoing – review November 2021, 2022</p>	<p>RAP Co-Chairs</p>
	<p>Establish and apply a Terms of Reference for the RAP Committee</p>	<p>August 2021</p>	<p>Lead: Director Support: General Manager, Community Services</p>
	<p>Meet at least four times per year to drive and monitor RAP implementation.</p>	<p>August 2021, 2022</p>	<p>Lead: RAP Co-Chairs Support: Chair, Aboriginal and Torres Strait Islander -CWG</p>
	<p>Establish and apply a Terms of Reference for the Aboriginal and Torres Strait Islander – Cultural Working Group.</p>	<p>August 2021</p>	<p>Lead: Director Support: General Manager, Community Services</p>
	<p>The Aboriginal and Torres Strait Islander Cultural Working Group to assist in the recruitment of community Elders to help guide and support the RAP committee.</p>	<p>October 2021</p>	<p>Chairperson - Aboriginal and Torres Strait Islander -CWG</p>
	<p>The Aboriginal and Torres Strait Islander-CWG to build cultural capabilities by providing cultural advice to the RAP Committee when implementing RAP actions.</p>	<p>Ongoing – review August 2021, 2022</p>	<p>Chairperson - Aboriginal and Torres Strait Islander-CWG</p>
	<p>Engage our senior leaders and other staff in the delivery of RAP commitments.</p>	<p>Ongoing – review October 2021, 2022</p>	<p>Lead: Director Support: General Manager, Community Services, the Chief of Corporate Services and RAP Committee</p>
	<p>Define and maintain appropriate systems to track, measure and report on RAP commitments.</p>	<p>November 2021</p>	<p>Lead: General Manager, Community Services Support: RAP Committee</p>





# GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Continue our reconciliation journey by developing our next RAP.	<p>Register via Reconciliation Australia's website to begin developing our next RAP.</p> <p>Liaise with Reconciliation Australia to review and refresh RAP based on learnings, challenges, and achievements.</p> <p>Identify the goals, targets, and other initiatives necessary for Centrecare to move forward to our next RAP</p>	<p>September 2022</p> <p>October 2022</p> <p>August 2022</p>	<p>Lead: General Manager, Community Services</p> <p>Support: Co-Chairs RAP</p> <p>RAP Co-Chairs</p> <p>Lead: RAP Co-Chairs</p> <p>Support: RAP Committee</p>

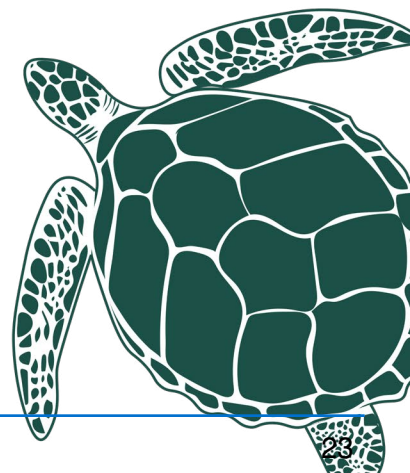
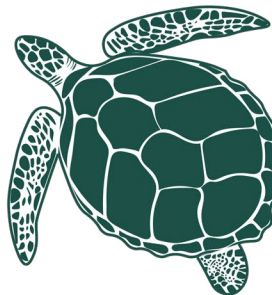
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Name: Tony Pietropiccolo AM  
Position: Director

Signature:





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## Other Office Locations

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Gosnells  
Joondalup

Kalgoorlie  
Leonora  
Midland  
Mirrabooka  
Victoria Square

[www.centrecare.com.au](http://www.centrecare.com.au)



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