

Samantha

8/3/18

Reflect

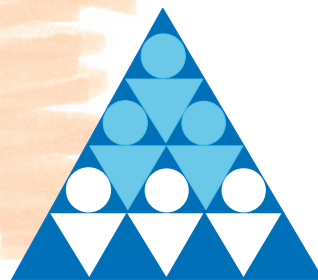
Reconciliation Action Plan

July 2018 - June 2019



RECONCILIATION
ACTION PLAN

REFLECT



CENTRECARE
"People Making Time for People"

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Artwork

The drawings used on the front cover and throughout this document were created by children currently in care in the Centrecare Djooraminda Out-of-Home service and depict the plant Xanthorrhoea (Grass Trees).

The word Djooraminda comes from the Buddemia language from the Paynes Find/Yalgoo area and is made up of two words, "Djoora" meaning children and "Minda" meaning place.



Director's Message

In 1998, Centrecare took its first steps towards reconciliation by writing, coordinating and publishing one of the first public 'Sorry' statements to indigenous people:

To all Aboriginal and Torres Strait Islander People

*We the undersigned deeply regret the pain and suffering caused to you through **our arrogance; our words; our actions.***

*It is impossible for us to fully appreciate the sadness you endured, or continue to experience through **the removal of your children; the loss of your beloved lands; the demeaning of your ancient culture; the lack of respect and justice for your families.***

*When all intellectual argument is exhausted and the blaming comes to an end, what remains before all of us is **your hurt; your desire for respect, equality and justice.***

We sincerely hope that all of us can begin to open our hearts and see the injustices perpetrated against you, listen to your desires and attend to your needs. Through this, it may be possible to heal your wounds and develop a just and reconciled Australian community.

Since then Centrecare have pursued all avenues to acknowledge and celebrate the culturally rich and powerful contribution of Aboriginal and Torres Strait Islander people within our organisation and community. In keeping with our ongoing commitment to reconciliation and strengthening this connection, Centrecare's Reconciliation Action Plan seeks to ensure that its services are inclusive, culturally appropriate and respectful.

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 for human dignity. Centrecare is an innovative provider of specialist social programs and offers extensive

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

outreach and on-site services in the Perth metropolitan area and regional centres of Western Australia.

Centrecare employs 320 staff and 40 volunteers across a number of 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. This includes the carers working in the Djooraminda Out-of-Home Care programs, providing support for Aboriginal and Torres Strait Islander children in care.

Centrecare's head office is located in Perth with metropolitan branches in Gosnells, Cannington, Mirrabooka, Joondalup and Midland. Centrecare has regional branches in Bunbury, Esperance, Leonora and Kalgoorlie. From Kalgoorlie it provides services to Ngaanyatjarra, Pitjantjatjara and Yankunytjatjara (NPY) Lands.



Ngaanyatjarra Lands

Our Values

Respect

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

Compassion

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

Our

Excellence

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

Acceptance

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

Values

Celebration

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

Professionalism

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

Our Vision for Reconciliation

Vision

Centrecare Perth is located on Whadjuk Noongar Land and acknowledges the Traditional Owners/Custodians of this Land and also the Traditional Owners/Custodians of other Aboriginal and Torres Strait Island lands throughout Australia.

Our vision for reconciliation is a 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 cultural secure setting.

Purpose

For Aboriginal and Torres Strait Islander peoples to view Centrecare as a diverse organisation that can celebrate their culture and lived experience, and support them in a culturally responsive and sensitive manner.

Empower Aboriginal people to build a stronger community through knowledge, building resilience and respect.

Strategies

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.

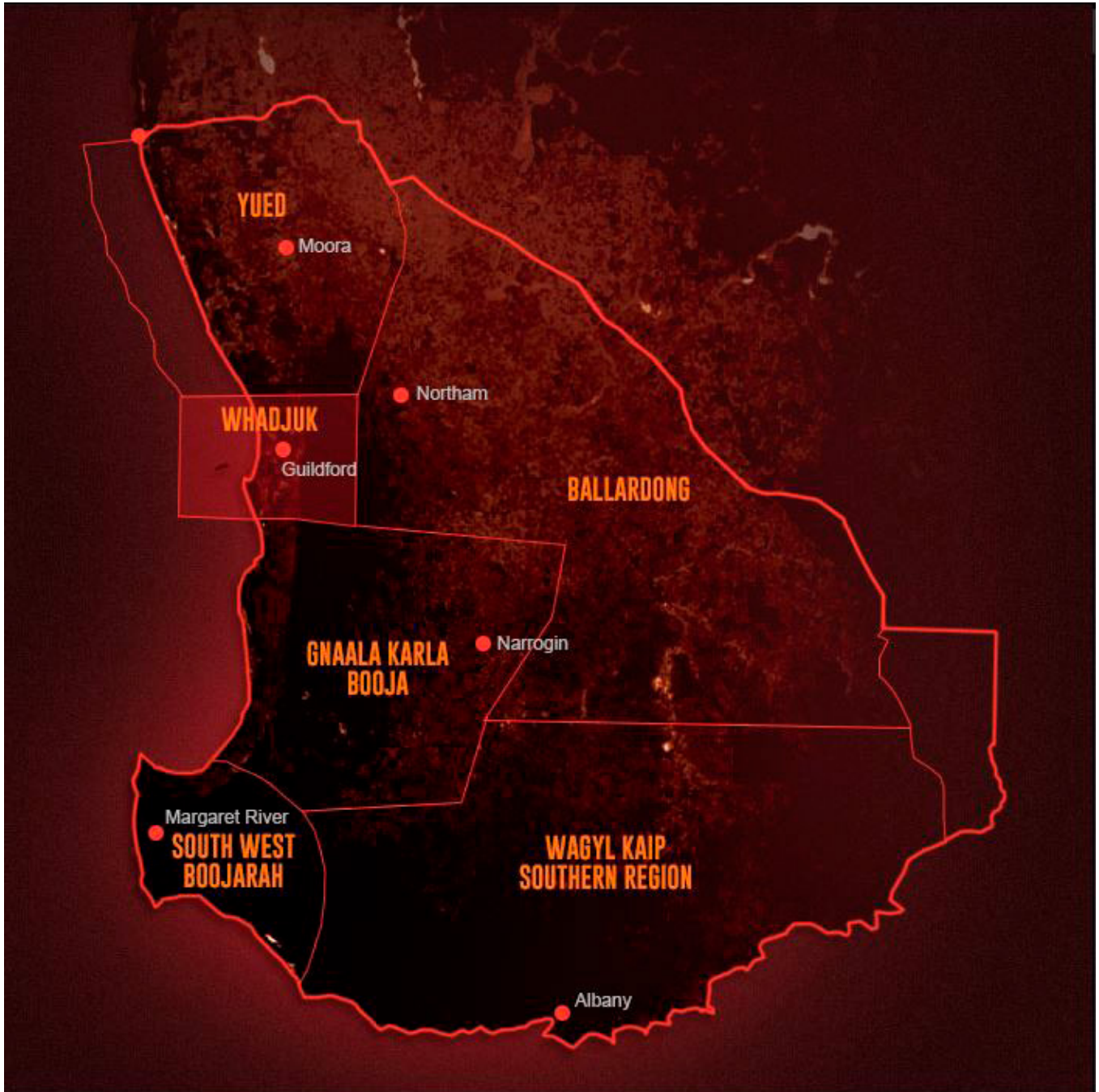
Adopting a collaborative relationship that at all times seeks to co-design and partner in service design and provision.



About the Whadjuk Region

“Whadjuk is the name of the dialectal group from the Perth area. Whadjuk is situated south of Yued and north of the Pinjarup dialectal groups.

The major cities and towns within the Whadjuk region include Perth, Fremantle, Joondalup, Armadale, Toodyay, Wundowie, Bullsbrook and Chidlow. The approximate size of the Whadjuk region is 5,580 km.



*Information/image sourced from South West Aboriginal Land & Sea Council
<https://www.noongarculture.org.au/whadjuk/au/whadjuk/>*

Significant Noongar Sites

Throughout the Whadjuk Region there are a range of significant Noongar (Nyungar, Nyoongar, Noongah) sites. For instance, Ngooloomayup, known as Carnac Island; Meeandip, known as Garden Island; Gargangara north of Armadale; and Goolamrup, the suburb known as Kelmscott. Noongar people may refer to Kings Park as Karra katta or the hill of the spiders or Geenunginy Bo, the place for looking a long way. Dyarlgarro Beeliar is known as the Canning River and Derbal Yiragan, the Perth estuary waters.

Information sourced from South West Aboriginal Land & Sea Council
<https://www.noongarculture.org.au/whadjuk/au/whadjuk/>



Ngooloomayup (Carnac) and Meeandip (Garden Island)



Karra katta, hill of the spiders or Geenunginy Bo (Kings Park)



Derbal Yiragan (Perth estuary waters)

About Our Reconciliation Action Plan

Centrecare is committed to providing culturally responsive and sensitive services to Aboriginal and Torres Strait Islander peoples. Centrecare's Reconciliation Action Plan (RAP) aims to facilitate and guide Centrecare in its system, 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. Since inception the Centrecare RAP Committee has completed the drafting of the inaugural Centrecare Reconciliation Action Plan (in consultation with the Centrecare Aboriginal Cultural Working Group (ACWG)), implementing and ensuring accountability of the 'Plan'. The Plan was developed under the direction of the two co-chairs of the RAP and the ACWG, and through consultation with local Member organisations, Aboriginal and Torres Strait Islander organisations, individuals and community groups.

Much work has already been completed in the development of partnerships with Aboriginal organisations, the promotion of the RAP to staff and management, involvement of staff in culturally significant events, and the development of culturally sensitive procedures and policies. Current activities and partnerships are documented on page 10.

The RAP provides details of strategies and activities that Centrecare will implement so we can achieve the vision we have set for our organisation in our Reconciliation Statement of Commitment. Centrecare strives to have a RAP Champion at each branch who are members of the RAP committee. An ACWG, made up of Centrecare staff, has been newly established in 2017 to guide the final stages of the first RAP. Local Aboriginal Elders have been invited to guide the implementation of this plan in 2018. This group has evolved over time, with new members and new directions of focus. Inherent in the membership design was the need for strong representative Aboriginal staff. The ACWG will continue to be a key reference point and driver of the RAP in conjunction with the newly developed Centrecare RAP Committee and newly appointed Elders in 2018.

The RAP provides details of strategies and activities that Centrecare will implement so we can achieve the vision we have set for our organisation in our Reconciliation Statement of Commitment.

Key Aims of Centrecare's RAP



Our Partnerships / Current Activities

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”.

Part of this RAP includes the development of Memorandum of Understanding (MOU) with similar Aboriginal specific services to support a coordinated approach to Closing the Gap in the disproportionate number of Aboriginal children in out of home care, and in the disproportionate number of Aboriginal people in custody; and improving the lives of Aboriginal people within the community.

Partnerships

- **Wungening Aboriginal Corporation:** Shared service provision, referral pathways etc.
- **Aboriginal Choice Inc.:** Training and networking relationship, provider of Aboriginal Cultural Awareness training.
- **Kalgoorlie Advisory Board.**
- **Noongar Radio:** Business relationship, promotion of services through Aboriginal community radio.
- **Wirrpanda Foundation:** Shared service provision, referral pathways etc.

Current Activities

- Development of Aboriginal and Torres Strait Islander Policy.
- Development of Cultural Competency Training for the whole organisation.
- Inclusion of insight into Aboriginal Culture for all new staff inductions, delivered by Aboriginal Cultural Liaison Officers.
- Development and implementation of Cultural Awareness Training package, delivered by Aboriginal Cultural Liaison Officers.
- Development of Cultural Supervision Kit, may require researching and adoption of other current Kits.
- Development of Aboriginal Employment Strategy.
- Participation in significant events – National Aborigines and Islanders Day Observance Committee (NAIDOC), National Sorry Day, Reconciliation Week, 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.
- Culturally appropriate brochures and pamphlets.

Our organisation will facilitate relationship building between Aboriginal and Torres Strait Islander peoples and other Australians through inclusive practices, hosting community and networking events and creating community awareness.

Reflect



Relationships

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”.

Action	Deliverable	Timeline review (rv) report (rp) completion (c)	Responsibility
1. Establish a Centrecare RAP Committee	<ul style="list-style-type: none"> Update Centrecare RAP Committee Terms of Reference and obtain endorsement by the Director. 	Jul 18 (c)	Co-chairs of RAP
	<ul style="list-style-type: none"> Establish a Centrecare RAP Committee that is operational to support the development and implementation of our RAP, comprising of Aboriginal and Torres Strait Islander peoples and program/site representative staff across our organisation. Executive and Program Managers to be consulted and to support participants elected to the RAP Committee. 	Jul 18 (c)	Co-chairs of RAP
	<ul style="list-style-type: none"> All 2018 Committee members to be reconfirmed and Co-chairs and Secretary are to be elected in order to ensure order and recording of Centrecare RAP Committee activity. 	Jul 18 (c)	Co-chairs of RAP
	<ul style="list-style-type: none"> Progress scheduling of bi-monthly meetings and attendance of the Centrecare RAP Committee. 	Jul 18 (c)	Co-chairs of RAP
	<ul style="list-style-type: none"> Engage our senior leaders in the delivery of RAP outcomes. 	Jul 18 (rp)	General Manager (GM) Community Services
2. Establish a Centrecare RAP Aboriginal Cultural Working Group (ACWG)	<ul style="list-style-type: none"> Develop Centrecare RAP ACWG Terms of Reference and obtain endorsement by the Director. 	Jul 18 (c)	Co-chairs of RAP
	<ul style="list-style-type: none"> Form a Centrecare RAP ACWG that is operational to support the development and implementation of our RAP and as local Aboriginal and Torres Strait Islander peoples, provide necessary advice and support regarding cultural appropriateness of the RAP content, activity and practice. Once the Committee is created, identified positions of Chairperson and Secretary are to be elected in order to ensure order and recording of Centrecare RAP Committee activity. 	Jul 18 (rp)	Cultural Liaison Officer
	<ul style="list-style-type: none"> Progress scheduling of monthly meetings and attendance of the Centrecare RAP Committee. 	Jul 18 (rp)	Co-chairs of RAP

Action	Deliverable	Timeline <i>review (rv)</i> <i>report (rp)</i> <i>completion (c)</i>	Responsibility
3. Establish and continue to build internal and external relationships	<ul style="list-style-type: none"> Develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations within our local area or sphere of influence that we could approach to connect with, on our reconciliation journey. This list will be accessible to all staff through the Centrecare intranet 'Whole of Agency' folder. Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey. Continue to identify, build on and finalise new and existing activity regarding MOU's with local Aboriginal Organisations/Services. Build partnerships with Aboriginal and Torres Strait Islander peoples and at least two Aboriginal organisations providing similar services to Centrecare 	<p>Dec 18 (rv)</p> <p>Jul 18 (rv)</p> <p>Dec 18 (rv)</p> <p>Dec 18 (c)</p>	<p>Cultural Liaison Officer</p> <p>Co-chairs of RAP</p> <p>GM Community Services</p> <p>GM Community Services</p>
4. Participate in community events involving local Aboriginal and Torres Strait Islander peoples	<ul style="list-style-type: none"> Encourage our staff to attend a significant event annually. Identify, develop and circulate a calendar of events celebrating Aboriginal culture and enhancing relationships with Aboriginal and Torres Strait Islander peoples, to all staff. Ensure our ACWG members participate in an external event to recognise and celebrate Aboriginal and Torres Strait Islander peoples. Hold events within the organisation to acknowledge significant dates, and state and national events, important to Aboriginal and Torres Strait Islander peoples. 	<p>Dec 18 (rp)</p> <p>Jul 18 (rp)</p> <p>Jul 18 (rp)</p> <p>Jul 18 (rp)</p>	<p>Executive Manager (EM) Organisational Services</p> <p>Cultural Liaison Officer</p> <p>Cultural Liaison Officer</p> <p>Cultural Liaison Officer</p>
5. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness amongst all staff across the organisation about our RAP commitments, 'organisation-wide RAP communication plan'. Celebrate the launch of the RAP, inviting staff to attend. Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. Inform staff of events celebrating Aboriginal culture and enhancing relationships with Aboriginal and Torres Strait Islander peoples. Contribute RAP information to e-newsletters. 	<p>Dec18 (rp)</p> <p>Jul 18 (c)</p> <p>Jul 18 (rp)</p> <p>Jul 18 (rp)</p> <p>Dec 18 (rp)</p>	<p>Co-chairs of RAP</p> <p>Co-chairs of RAP</p> <p>EM Organisational Services</p> <p>Cultural Liaison Officer</p> <p>Cultural Liaison Officer</p>

Action	Deliverable	Timeline <i>review (rv)</i> <i>report (rp)</i> <i>completion (c)</i>	Responsibility
6. Raise external awareness of our RAP	<ul style="list-style-type: none"> Promote on home page of Centrecare's website. Launch of the RAP. Display copies in reception area's in all Centrecare branches. Circulate at community events. Promote through social media (Facebook). 	Dec 18 (c) Jul 18 (rp) Jul 18 (rp) Dec 18 (rp) Dec 18 (rp)	Cultural Liaison Officer Co-chairs of RAP Cultural Liaison Officer Cultural Liaison Officer EM Organisational Services
7. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Encourage our staff to attend a NRW event. Ensure our RAP Working Group participates in an external event to recognise and celebrate NRW. Circulate Reconciliation Australia's National Reconciliation week (NRW) resources and reconciliation materials to our staff 	Jul 18 (rp) Dec 18 (rp) Dec 18 (rp)	EM Organisational Services Co-chairs of RAP Cultural Liaison Officer





Respect

Action	Deliverable	Timeline review (rv) report (rp) completion (c)	Responsibility
8. Investigate Aboriginal and Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> Develop a business case for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements within our organisation. Capture data and measure our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievement. Conduct a review of cultural awareness training needs within our organisation. Research appropriate educative information on Aboriginal culture and circulate to staff 	Dec 18 (rp)	Cultural Liaison Officer
		Dec 18 (rp)	EM Organisational Services
		Dec 18 (rp)	EM Organisational Services
		Dec 18 (rp)	Cultural Liaison Officer
9. Participate in and celebrate NAIDOC Week	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff of the meaning of NAIDOC Week which includes information about the local Aboriginal and Torres Strait Islander peoples and communities. Introduce our staff to NAIDOC Week by promoting community events in our local area. Ensure our Working Group participates in an external NAIDOC Week event. 	8 Jul 18 (c)	Cultural Liaison Officer
		8 Jul 18 (c)	Cultural Liaison Officer
		8 Jul 18 (c)	Cultural Liaison Officer
10. Raise internal understanding of Aboriginal and Torres Strait Islander cultural protocols	<ul style="list-style-type: none"> Explore who the Traditional Owners/Custodians are of the lands and waters in our local area, and ensure that this information is reflected in Centrecare protocols eg. email signatures, welcome to country. Scope and develop a list of local Traditional Owners/Custodians of the lands and waters within our organisations sphere of influence. Scope and develop a list of local Traditional Owners/Custodians of the lands and waters within our organisations sphere of influence. Develop and implement a plan to raise awareness and understanding of the meaning and significance behind Acknowledgement of Country and Welcome to Country protocols (including any local cultural protocols). 	Jul 18 (c)	Co-chairs of RAP
		Jul 18 (c)	Co-chairs of RAP
		Jul 18 (c)	EM Organisational Services



Opportunities

Action	Deliverable	Timeline <i>review (rv)</i> <i>report (rp)</i> <i>completion (c)</i>	Responsibility
11. Investigate Aboriginal and Torres Strait Islander employment	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. Identify current Aboriginal and Torres Strait Islander staff to inform future employment and development opportunities. Investigate Aboriginal and Torres Strait Islander employment pathways (e.g. traineeships or internships) 	Dec 18 (rp)	EM Organisational Services
		Dec 18 (rp)	EM Organisational Services
		Dec18 (rp)	EM Organisational Services
12. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. Develop a business case for procurement and partnership opportunities from Aboriginal and Torres Strait Islander owned/controlled businesses. 	Dec18 (rp)	EM Organisational Services
		Dec18 (rp)	EM Organisational Services
13. Support Aboriginal and Torres Strait Islander leadership.	<ul style="list-style-type: none"> Investigate an internal Aboriginal and Torres Strait Islander professional mentoring network Provide mentoring and partnering opportunities to help build capacity in smaller Aboriginal and Torres Strait Islander organisations. Provide mentoring to Aboriginal and Torres Strait Islander staff within the organisation to help build personal capacity. 	Dec 18 (rp)	EM Organisational Services
		Dec 18 (rp)	GM Community Services
		Dec 18 (rp)	EM Organisational Service
14. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs for RAP development and implementation. Define systems and capability needs to track, measure and report on RAP activities. Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia. 	Jul 18 (c)	Co-chairs RAP
		Jul 18 (c)	Co-chairs RAP
		Jun 19 (c)	Co-chairs RAP
15. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to review and refresh RAP based on learnings, challenges and achievements. Submit draft RAP to Reconciliation Australia for formal review and endorsement. 	Sep 18 (rp)	Co-chairs RAP
		May 18 (c)	Co-chairs RAP

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Joondalup

Kalgoorlie

Leonora

Midland

Mirrabooka

Victoria Square



“People Making Time for People”

www.centrecare.com.au

