



# Reconciliation **ACTION** Plan

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## 2014-2015



Catholic**CARE**

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WOLLONGONG



Reconciliation  
ACTION PLAN  
REFLECT RAP

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# CatholicCare's Reflect RAP

The Reconciliation Action Plan (RAP) is about organisations from every sector turning good intentions into real actions and rising to the challenge of reconciling Australia. A RAP is a business plan that uses a holistic approach to create meaningful relationships, enhanced respect and promote sustainable opportunities for Aboriginal and Torres Strait Islander Australians.

The RAP program includes four types of RAPs, each offering a different level of engagement and support. In developing a Reflect RAP, we commit to completing the following actions over the next 12 months to ensure we are well positioned to implement effective and mutually beneficial initiatives as part of future Reconciliation Action Plans. Our future RAPs will identify relationships, respect and opportunities actions specific to our business and our sphere of influence.

This Reflect RAP will allow CatholicCare to focus on building relationships both internally and externally, and raise awareness with our stakeholders to ensure there is shared understanding and ownership of our RAP within our organisation. Development of our future RAPs will involve consultation with staff across our organisation including Aboriginal and Torres Strait Islander staff and/or stakeholders to achieve our vision for reconciliation.

## Our Vision for Reconciliation

CatholicCare Wollongong's vision for reconciliation is that Aboriginal and Torres Strait Islander people in our community will be restored to a place of equity, dignity and respect. To play our part, we will provide culturally appropriate services to members of the Aboriginal and Torres Strait Islander community, increase service access to the Aboriginal and Torres Strait Islander community and improve community awareness of CatholicCare.



## Our Business

CatholicCare is the social services agency of the Catholic Diocese of Wollongong. We focus on client needs, offering people and communities opportunities for growth, healing and hope. Our services are available to all in the community; we are an inclusive organisation committed to helping anyone in need regardless of religious beliefs.

- We employ 176 staff and we have 200 volunteers
- We are currently recruiting Aboriginal and Torres Strait Islander staff
- We cover the Illawarra, Shoalhaven, Macarthur and Southern Highlands regions of NSW

Respect is one of CatholicCare Wollongong's five core values. Our other values are: compassion, integrity, social justice and professionalism. We are committed to respecting the dignity, diversity, cultures and beliefs of all people.

We acknowledge and respect the traditional owners of the lands on which we work, live and prosper.

We act in partnership and in collaboration with:

- Individuals, families, organisations and groups within the Catholic church, particularly the Diocese of Wollongong and Catholic Social Services Australia
- Individuals, families, groups, communities, networks and agencies in the broader community on issues, policies and programs that are compatible with our vision, purpose and values

# CatholicCare's Reflect RAP contin.

- Funding bodies and relevant government departments to ensure quality service delivery to those most in need, meeting governance standards

At CatholicCare Wollongong we focus on client needs, offering families, children and individuals opportunities for growth, healing, resilience and hope. Throughout the Illawarra, Macarthur, Shoalhaven and Southern Highlands Regions, we offer care, support, assistance and education to anyone regardless of age, gender or religious beliefs.

Our current activities include:

- Services and support for children, young people & their families through Foster Care, Access and Children's Contact
- Services for individuals, families & couples. Counselling, Family Support Workshops, Pre-Marriage Education & School Counselling
- Services and support which attend to the social, emotional & physical well-being of people who are ageing or who have disability & their carers

## Our RAP

We have a dedicated CatholicCare Aboriginal Community Connection Committee, championing our RAP, comprising representatives from all of our programs and the local Aboriginal and Torres Strait Islander communities. The CatholicCare Aboriginal Communities Connection Committee began developing our RAP in February 2013 and meets monthly with the following objectives for the agency:

- Work alongside the Aboriginal and Torres Strait Islander communities to ensure we meet community need in a responsive and flexible way
- Facilitate agency wide connections, relationships and partnerships with the Aboriginal and Torres Strait Islander communities
- Facilitate becoming a more culturally appropriate and accessible agency through dialogue, staff development and training, working with the Aboriginal and Torres Strait Islander communities and making recommendations to the CatholicCare Leadership Team
- Continue to raise awareness and share information about the work we do in the Aboriginal and Torres Strait Islander communities, e.g. through participating in NAIDOC week and acknowledging Aboriginal and Torres Strait Islander significant dates
- Identify and share resources and links to the Aboriginal and Torres Strait Islander communities with all our staff
- Provide services and programs that are culturally sensitive and appropriate
- Monitor the implementation of this RAP and future RAPs developed for CatholicCare

Over the next twelve months,  
our organisation commits to:



# Respect

Our staff respect Aboriginal and Torres Strait Islander peoples, their cultures, lands and histories. These are important to us as we work with local communities and provide services on the traditional lands of the Dharawal and/or Tharawal and Yuin nations. We are committed to learning about Aboriginal and Torres Strait Islander cultures and to participating in festivals and significant events.



Action	Responsibility	Timeline	Target
1. Promote staff understanding of the protocols around acknowledgement of country and welcome to country ceremonies to ensure there is shared meaning behind the ceremonies	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> </ul>	June 2014	<ul style="list-style-type: none"> <li>Develop, implement and communicate an organisational protocol document.</li> <li>Provide 'acknowledgement of country' scripts for use by staff easily accessible.</li> <li>Identify at least one significant event each year for which a welcome to country from a Traditional Owner will be included, e.g. the whole of agency staff development day.</li> <li>Record Acknowledgement of Country statement in minutes of meetings.</li> </ul>
2. CatholicCare Wollongong will embrace, respect and acknowledge Aboriginal and Torres Strait Islander peoples and cultures.	<ul style="list-style-type: none"> <li>CatholicCare Aboriginal Communities Connection Committee</li> </ul>	December 2013 February 2014	<ul style="list-style-type: none"> <li>Display a framed visual acknowledgement of traditional owners at each site.</li> <li>Clarify local boundaries and naming of land.</li> <li>Prepare a Statement of Commitment.</li> <li>Erect Maps and Statement of Commitment.</li> </ul>
3. Continue staff training and development to increase our understanding and appreciation of Aboriginal and Torres Strait Islander cultures. This builds the foundation for other RAP actions to be achieved.	<ul style="list-style-type: none"> <li>Catholic Leadership Team</li> <li>CatholicCare Aboriginal Communities Connection Committee</li> <li>Training Committee</li> </ul>	June 2013 May 2014 June 2015	<ul style="list-style-type: none"> <li>Complete 1st round of training.</li> <li>Review the cultural awareness training; investigate and recommend further training for staff.</li> <li>Continue compulsory staff training on Aboriginal and Torres Strait Islander cultural awareness.</li> </ul>
4. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and community through NAIDOC Week events.	<ul style="list-style-type: none"> <li>Human Resources, Quality Systems Committee</li> </ul>	January 2014 May 2014	<ul style="list-style-type: none"> <li>Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.</li> <li>Provide opportunities for Aboriginal and Torres Strait Islander staff to participate in significant events.</li> </ul>



# Relationships

*Building and maintaining strong relationships between Aboriginal and Torres Strait Islander peoples and other Australians is important to us to ensure our services and programs are appropriate and accessible. We adopt a spirit of humility and willingness to understand the cultural insights necessary to develop and maintain authentic relationships.*

Action	Responsibility	Timeline	Target
1. Internally promote and continue to monitor the RAP process.	<ul style="list-style-type: none"> <li>Chair, CatholicCare Aboriginal Communities Connection Committee</li> </ul>	April 2014  February 2014 April 2014 Monthly 2014-15	<ul style="list-style-type: none"> <li>The CatholicCare Aboriginal Communities Connection Committee oversees the development, endorsement and launch of the RAP.</li> <li>The Leadership Team endorses the RAP.</li> <li>Provide a copy of the RAP for all staff and volunteers.</li> <li>Report on RAP implementation as part of our monthly CatholicCare Aboriginal Communities Connection Committee meetings.</li> </ul>
2. Honour National Reconciliation Week (NRW) and other Aboriginal and Torres Strait Islander significant dates by providing opportunities for staff to build local relationships.	<ul style="list-style-type: none"> <li>CatholicCare Aboriginal Communities Connection Committee</li> <li>CatholicCare Leadership Team</li> </ul>	27 May-3 June every year	<ul style="list-style-type: none"> <li>Support staff to attend and participate in community activities and celebrations across the region, including in Nowra, Wollongong, Shellharbour and Campbelltown.</li> <li>Raise awareness of significant dates by including them on our agency calendar.</li> <li>Organise at least one internal NRW event each year.</li> </ul>
3. Foster and strengthen relationships with Aboriginal and Torres Strait Islander Community Organisations and leaders.	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> </ul>	February 2014  September 2014  September 2014 September 2014	<ul style="list-style-type: none"> <li>Participate in local networks and projects including MacUnity, Illawarra Area Community Based Working Group and relevant cluster groups, Nowra events.</li> <li>Invite and host Aboriginal and Torres Strait Islander community members to our services and programs.</li> <li>Provide services at Aboriginal and Torres Strait Islander run organisations.</li> <li>Establish Service agreements outlining our relationships with Aboriginal and Torres Strait Islander organisations.</li> <li>Develop a list or data base of contact details for Aboriginal and Torres Strait Islander stakeholders.</li> </ul>



Action	Responsibility	Timeline	Target
4. Review Aboriginal and Torres Strait Islander specific service provision across all services and regions to ensure best-practice and culturally appropriate service delivery to Aboriginal and Torres Strait Islander peoples and communities.	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> </ul>	<p>June 2014</p> <p>September 2014</p>	<ul style="list-style-type: none"> <li>Collect, analyse and publish data at a program and organisation level i.e. number of people who identify as Aboriginal and/or Torres Strait Islander descent accessing each program; any barriers encountered by clients; common presenting issues.</li> <li>Compare client profile to community profile and identify opportunities for meeting service gaps.</li> <li>Include research into the needs for culturally appropriate aged care for Aboriginal and Torres Strait Islander Elders as identified to CatholicCare as a gap.</li> </ul>
5. Establish a RAP Working Group	<ul style="list-style-type: none"> <li>Chair, CatholicCare Aboriginal Communities Connection Committee</li> </ul>	<p>Established</p> <p>December, 2014</p>	<ul style="list-style-type: none"> <li>A RAP Working Group is formed and operational to support the development of our RAP, comprising of Aboriginal and Torres Strait Islander people and other Australians.</li> <li>RAP Working Group meets at least once in 2014.</li> </ul>



# Opportunities

We work collaboratively with local communities, organisations and Catholic schools to meet the diverse needs of the local Aboriginal and Torres Strait Islander peoples in a flexible way.

Action	Responsibility	Timeline	Target
1. Increase Aboriginal and Torres Strait Islander employment opportunities at CatholicCare.	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> <li>Human Resources</li> </ul>	June 2014 July 2014 February 2014 April 2014 June 2014	<ul style="list-style-type: none"> <li>Develop specific procedures around the recruitment and employment of Aboriginal and Torres Strait Islander people.</li> <li>Scope the development of an Aboriginal and Torres Strait Islander employment strategy.</li> <li>Include “Aboriginal and Torres Strait Islander people with relevant experience and/or qualifications are encouraged to apply” in recruitment advertisements.</li> <li>Revise the job application form to include if the applicant identifies as an Aboriginal person or Torres Strait Islander.</li> <li>Explore advertising vacancies in Indigenous media.</li> <li>Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.</li> </ul>
2. Investigate opportunities to increase supplier diversity within CatholicCare.	<ul style="list-style-type: none"> <li>Corporate Services</li> </ul>	December 2014	<ul style="list-style-type: none"> <li>Prepare a business case for Aboriginal and Torres Strait Islander supplier diversity.</li> <li>Identify how CatholicCare can develop and scope an Aboriginal and Torres Strait Islander supplier diversity program.</li> <li>Investigate options for membership and engagement with Supply Nation.</li> </ul>
3. Increase culturally specific and relevant services for CatholicCare Wollongong Aboriginal and Torres Strait Islander stakeholders	<ul style="list-style-type: none"> <li>Family Support Program Manager</li> </ul>	February 2014 April 2014 December 2014	<ul style="list-style-type: none"> <li>Consult about what services are needed in the community.</li> <li>Adapt programs to meet cultural and community needs by utilising community feedback and evaluation.</li> <li>Assess the need for outreach services in the Aboriginal and Torres Strait Islander community, including services for Aboriginal and Torres Strait Islander elders.</li> </ul>
4. Engage with local Aboriginal and Torres Strait Islander artists to provide artworks for our various sites and ensure that this art is bought ethically.	<ul style="list-style-type: none"> <li>Director,</li> <li>Communications Manager</li> </ul>	January 2014 August 2014	<ul style="list-style-type: none"> <li>Purchase artwork in accordance with the Indigenous Australian Art Code of Conduct</li> <li>Respectfully display Aboriginal and Torres Strait Islander artwork at all our offices.</li> </ul>





Action	Responsibility	Timeline	Target
5. Explore opportunities to support young Aboriginal and Torres Strait Islander people in Catholic Schools	<ul style="list-style-type: none"> <li>School Student and Family Program Managers</li> </ul>	September 2014	<ul style="list-style-type: none"> <li>Liaise with the CEO to identify opportunities to support Aboriginal and Torres Strait Islander children and families, including links with the AECG.</li> <li>Explore opportunities to recognise community minded Aboriginal and Torres Strait Islander students/schools.</li> <li>Make connections with Universities to encourage Aboriginal and Torres Strait Islander students to undertake work placements at CatholicCare.</li> </ul>
6. Identify how to effectively participate in the Australian Governments Close the Gap initiatives and goals ( endorsed by Commonwealth of Australian Government (COAG))	<ul style="list-style-type: none"> <li>Catholic Leadership Team</li> <li>CatholicCare Aboriginal Communities Connection Committee</li> </ul>	February 2015	<ul style="list-style-type: none"> <li>The Close the Gap goals that we could assess our alignment with and opportunities to participate in are:               <ul style="list-style-type: none"> <li>- Early Childhood e.g. Family Support Program</li> <li>- Schooling e.g. School Student &amp; Family Program</li> <li>- Health e.g. Aged &amp; Disability Services</li> <li>- Economic Participation e.g. Human Resources (HR)</li> <li>- Healthy Homes e.g. Ageing &amp; Disability , Family Support Program</li> <li>- Safe Communities e.g. Family Support Program</li> <li>- Governance and Leadership e.g. Corporate Services, HR, Committees</li> </ul> </li> </ul>
7. Identify how to effectively participate in the NSW Government OCHRE plan.	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> <li>CatholicCare Aboriginal Community Connections Committee</li> </ul>	February 2015	<ul style="list-style-type: none"> <li>Explore participation in Opportunity Hubs as outlined in the OCHRE Executive Summary.</li> <li>Create suitable avenues for Aboriginal and Torres Strait Islander young people to participate in employment, volunteer and mentorship opportunities within CatholicCare.</li> </ul>

# Tracking Progress and Reporting

Action	Responsibility	Timeline	Target
1. Develop Reconciliation Action Plan in consultation with staff and endorsed by CatholicCare Leadership Team.	<ul style="list-style-type: none"> <li>Chair, CatholicCare Aboriginal Community Connection Committee</li> </ul>	February 2014	<ul style="list-style-type: none"> <li>RAP approved and displayed on our website and Reconciliation Australia Website.</li> </ul>
2. Monitor RAP implementation regularly	<ul style="list-style-type: none"> <li>Chair CatholicCare Aboriginal Communities Connection Committee,</li> <li>CatholicCare Leadership Team</li> </ul>	May 2014  June 2014	<ul style="list-style-type: none"> <li>Imbed relevant RAP strategies into the Agency's strategic, program business and individual work plans.</li> <li>Ensure RAP meets funding body requirements.</li> </ul>
3. Complete 1st round of training	<ul style="list-style-type: none"> <li>CatholicCare Leadership Team</li> </ul>	June 2013	<ul style="list-style-type: none"> <li>74 staff completed on-line TAFE course</li> </ul>
4. Report challenges, achievements and learnings of CatholicCare Wollongong's RAP	<ul style="list-style-type: none"> <li>Chair, CatholicCare Aboriginal Communities Connection Committee</li> </ul>	December 2014	<ul style="list-style-type: none"> <li>Submit a RAP Impact Measurement Questionnaire annually to Reconciliation Australia.</li> </ul>



## Acknowledgements

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