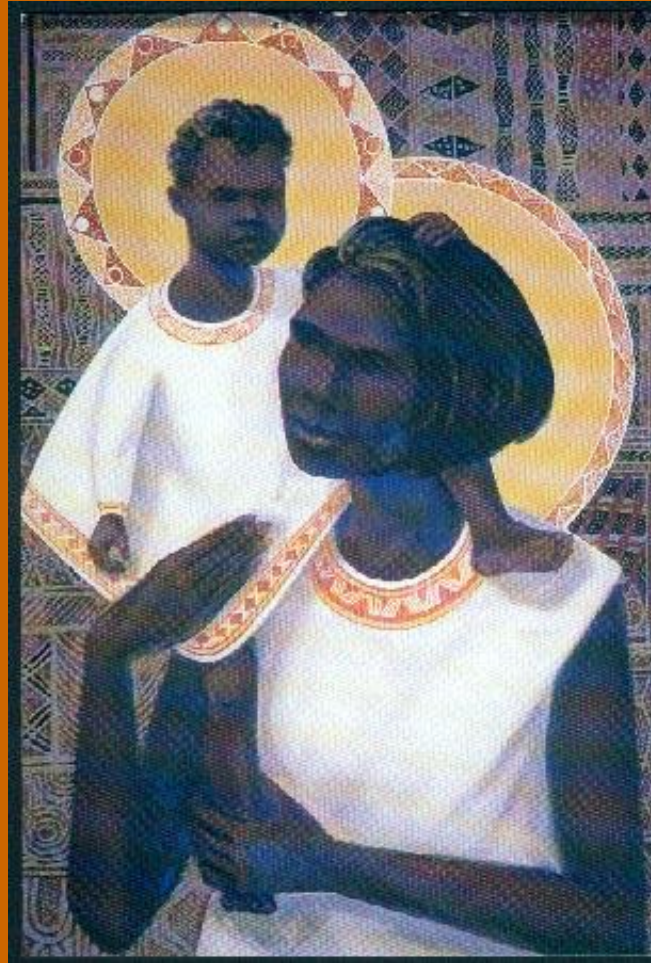


Centacare North Queensland



The Madonna of the Aborigines

In the 1950s, exiled Czech artist **Karel Kupka**, arrived in Arnhem Land. His Catholic faith was subtly remade as he studied the art of indigenous Australia. He brought together these ancient traditions in a striking painting of the Madonna.

Centacare North Queensland NAIDOC Symbol Design



This symbol was designed by Lenora Aldridge who belongs to the Bindal traditional group of the Townsville area.

Lenora is an Indigenous Advisor and staff member at Centacare North Queensland (NQ).

We acknowledge Lenora's creativity and thank her for this design as our cultural symbol.

The Story of the Symbol

The circle is Centacare NQ.

The white dots on the bottom of the symbol, leading into the circle, are clients seeking assistance.

The white dots on top of the symbol, leading out of the circle, are workers going into the community.

The connected dots, in the middle of the circle, represent Centacare NQ working within the family unit; the mother, the father and the children.

Designed 2012 - Centacare North Queensland

Reconciliation Action Plan 2013-2016

Acknowledgement

Centacare North Queensland (NQ) acknowledges the [please insert the name of your local Indigenous peoples] as the traditional custodians of the land on which we live and work and we pay our respects to their Elders, past and present.

The following names are of the local Indigenous peoples' land on which there is a Centacare NQ centre:

Bindal and Wulgurukaba (Townsville); Kalkadoon (Mount Isa); Mitakoodi (Cloncurry); Kutijar/Kukatj/Gkuthaarn (Normanton);
Juru, Gia and Ngaro (Bowen).

Centacare NQ acknowledges and thanks Reconciliation Australia for their support and guidance in providing a framework for our RAP.

We acknowledge Lenora Aldridge's creativity and thank her for this design as our reconciliation symbol.

Our Vision for Reconciliation

Centacare NQ's vision for Reconciliation is that Aboriginal and Torres Strait Islander peoples have better access to culturally appropriate services, live in safe, sustainable and resilient families and communities and attain an increase in economic status with better access to employment.

We will build on our previous RAP achievements and continue with our commitment to meet client needs and provide support services;
as stated in the Centacare NQ's Strategic Plan 2013-2016, our goal is to:

Actively listen to Indigenous Australians and their communities and to work alongside Aboriginal people and Torres Strait Islander people, facilitating the services requested by them in a way that is most appropriate for each community. These services include: advocacy, housing, family support, life skills, access to education and training, and opportunities for employment.

It is an on going process to achieve our vision for Reconciliation and we will strive "to inspire hope, create wellbeing and seek justice"
(Centacare NQ Strategic Plan, 2013 – 2016).

Our Business

Since 1979, Centacare North Queensland has extended the social services ministry of the Catholic Church in the Diocese of Townsville to improve the wellbeing of the many communities in which we work. We provide a range of programs to assist and strengthen individuals, families and communities with support, education and counselling. Centacare NQ employs 160 staff across the regional sites and they provided 92,000 hours of support to the communities in 2013. Across the regional sites Centacare NQ employs 6.87% Indigenous staff, plus one person in a traineeship (2014). Centacare NQ has a regional focus. Our staff operate out of eight permanent sites across North Queensland and the Gulf Country with outreach to a further eight towns in the region. Through our various programs we have provided 7,769 individuals with support at our various service locations; 23% of these clients identified as Aboriginal people and Torres Strait Islander people.

Our RAP

This is Centacare NQ's second RAP submission and builds on the foundation of the RAP 2010 – 2013. The agency's Strategic Plan 2013 – 2016 identifies our goals for working with Indigenous persons, their culture, families and communities. Centacare's NQ RAP Working Party consists of 7 people made up of Indigenous and non-Indigenous people and includes the following staff and Board Members:

Dr Tony McMahon (Director), Marilyn Jacob (Assistant Director), Lenora Aldridge (Bindal traditional group), Ann Whitfield (Kamilaroi/Goomeri/Gamilaoi groups), Sandra Crosato-Matters (Darnley Island, Torres Strait), Paula La Rosa (Deputy Director) and Brenda Bendall. (Professional Supervisor). The development of our RAP is based on the organisation's service delivery for clients and working with others, in line with the recognised guidelines of the Reconciliation Australia RAP Program. Centacare NQ's RAP will ensure that Aboriginal and Torres Strait Islander individuals and families shall be recognised as the First Peoples of Australia, shall have access to services and support program.

- Dr Tony McMahon (Director) champions the Centacare NQ Reconciliation Action Plan and coordinates annual meetings to monitor the progress of RAP initiatives and outcomes.
- The development of the RAP has involved the participation and consultation with colleagues across Centacare NQ's regional sites, together with an Indigenous member of our Advisory Board.
- Centacare NQ's RAP working party includes Aboriginal and Torres Strait Islander and other staff who guide us with the focus areas.

Relationships

Building and maintaining relationships between Aboriginal and Torres Strait Islander peoples and Centacare NQ together with community stakeholders is essential for enabling service delivery that is sensitive and effective. We shall continue to consult with our Aboriginal and Torres Strait Islander staff and advisors to ensure that we all understand how to build relationships based on trust between individuals and communities.

Focus Area:

Action	Responsibility	Timeline	Measurable Target
1. Promote understanding and enhance staff development and skills to engage with Aboriginal and Torres Strait Islander peoples and non-Aboriginal and Torres Strait Islander peoples. Foster relationships with stakeholders and participate at regional Community Care groups.	Director Deputy Director Assistant Director Program Manager	30/06/2014 30/09/2014	<ul style="list-style-type: none"> Establishment of RAP Working Group across Centacare NQ, including Aboriginal and/or Torres Strait Islander staff members and invited cultural stakeholders. Develop a resource directory of services within the regional areas, with the names of the Aboriginal and Torres Strait Islander staff available in services and their roles.
2. Establish the RAP Working Group for 2014-2016 to monitor all activities, record progress, measure achievements and reporting.	Director Deputy Director Assistant Director RAP Working Group Members	31/07/2014/ 2015 / 2016 31/10/2014 /2015 / 2016 31/01/2015 / 2016 30/04/2015 / 2016	<ul style="list-style-type: none"> Centacare NQ RAP Working Group is meeting either face-to-face or Skype (remote areas) twice a year. RAP Group will report regularly to Centacare NQ Advisory Board and to Reconciliation Australia (Impact Report). The working group will consult with Aboriginal and Torres Strait Islander staff and community to monitor the progress of this RAP.
3. Enhance the Centacare NQ website to include specific Aboriginal and Torres Strait Islander service delivery; e.g. Indigenous Building Connections, and include representation on regional Community Care groups.	Director	Impact Statement before 30 September 2014/2015/2016.	<ul style="list-style-type: none"> Create a page on the website for relevant cultural information and activities; provide links to relevant agencies for appropriate client support; internal (Centacare NQ Library) and external.
4. Celebrate NRW by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build relationships.	Director Deputy Director Assistant Director	30/09/2014 and reviewed quarterly NRW 27 May to 3 June and NADIOC Week, 2014/2015/20116	<ul style="list-style-type: none"> Senior Leadership Team promotes the value of full staff participation at all events. Audit the attendance of staff and their engagement in cultural awareness training and participation at significant annual cultural events; Staff Annual Appraisals to reflect these engagements; i.e. National Sorry Day, National Reconciliation Week, National NAIDOC Week.

Respect

The organisation's values and core business activities are based on respect and learning from others. It is essential for us to build relationships that respect the uniqueness of all individuals and demonstrate our commitment to respond appropriately to provide access to services and employment; consistent with the rights and respect for culture of Aboriginal peoples and Torres Strait Islander peoples, their festivals and celebrations.

Focus Area:

Action	Responsibility	Timeline	Measurable Target
1. Create a culturally welcoming space at all sites. On going practice for staff to observe culturally appropriate practices; e.g. <ul style="list-style-type: none"> Welcome to Country; Acknowledgement of traditional owners; Aboriginal staff and Torres Strait Islander staff, together with non-Indigenous staff to be involved in event planning and delivery; and Agency commitment to observe and acknowledge days of cultural significance. 	Director Deputy Director Assistant Director	30/06/2014 Measured annually during staff appraisal 31/12/2014 /2015 /2016	<ul style="list-style-type: none"> Reconciliation Action Plan displayed in reception area of all sites. Aboriginal and Torres Strait Islander flags displayed at all sites. Aboriginal artwork with written description of story and artist name displayed in Receptions. The Apology to Australia's Indigenous Peoples by House of Representatives displayed in the reception area of all sites. Acknowledgement of Traditional Owners statement recorded in meeting minutes (QMS) and other agency events. Statement appears on Centacare NQ email communication. All staff being able to demonstrate understanding and use of cultural protocols where local traditional owner groups are being referred to by name.
2. Cultural Awareness training of agency staff and provide induction packages for new staff (include factsheet on protocols and copy of the agency's RAP).	Director Deputy Director Assistant Director Human Resource Mgr Internal Auditor	Measured annually during staff appraisal 31/12/2014 /2015 / 2016 Commencing 31/08/2014	<ul style="list-style-type: none"> All staff to attend Cultural Awareness training. Cultural reflection question included in Staff Annual Appraisals. RAP information given to all staff and included as part of the staff induction process of employment for new staff.
3. Provide opportunities and encourage Centacare NQ Aboriginal and Torres Strait Islander staff to engage with their culture and community through NAIDOC Week events and other significant celebrations	Director Deputy Director Assistant Director	30/09/2014 and updated quarterly as required 06-13/07/2014 05-12/07/2015 03-10/07/2016	<ul style="list-style-type: none"> Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC; e.g. Work Hours and Leave Policy 3.14 Ceremonial Leave. Provide opportunities for Aboriginal and Torres Strait Islander employees to participate in local NAIDOC Week events.

Opportunities

Centacare offices are located across regional and remote areas. Each site is unique therefore we seek to engage the local Aboriginal and Torres Strait Islander communities and work more collaboratively to improve our cultural response for these communities. We strive to employ more Indigenous employees and shall enhance our human resources strategies for recruitment. We are committed to provide a flexible environment for employees to attend their family responsibilities and participate at ceremony and sorry business.

Focus Area:

Action	Responsibility	Timeline	Measurable Target
1. Increase the number of Aboriginal and Torres Strait Islander employees across all sites.	Director Deputy Director Assistant Director	31/12/2014 / 2015 / 2016 30/09/2014 / 2015 / 2016 30/09/2014	<ul style="list-style-type: none"> Increased number of employees in a range of positions and role. Recruitment process will encourage interest from local Indigenous communities. Indigenous student field placements being offered and supported. Connection made with Indigenous Student Support officer (James cook University) to encourage Social Work students to attend an extended agency visit (future employment opportunities). Indigenous representation on recruitment panels for identified employment positions. Engagement with Indigenous employment and training organisations to support opportunities for employing staff and offering traineeships.
2. Give preference to Aboriginal and Torres Strait Islander businesses, products, services and artists.	Director Deputy Director Assistant Director Finance Manager	30/09/2014 31/03/2015	<ul style="list-style-type: none"> Cultural services being promoted and engaged to meet organisation needs and visible at all sites. Review procurement policies so any barriers to Aboriginal and Torres Strait Islander businesses are addressed. If eligible become a member of AIMSC or partnering with our local Indigenous Chamber of Commerce. Educate staff about using Aboriginal and Torres Strait Islander businesses. Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.
3. Develop and enhance mutually supportive partnerships with Aboriginal and Torres Strait Islander organisations.	Director Deputy Director Assistant Director	31/10/2014 30/03/2015 31/12/2014 / 2015 / 2016	<ul style="list-style-type: none"> MOUs Contracts or formal on-going arrangements in place with other organisations, e.g. TAIHS, Indigenous Children's Program, Job Futures, Indigenous Children and Parenting, NWQCSS, Deadly Choices Program.

Tracking progress and reporting

Action	Responsibility	Timeline	Measurable Target
1. RAP developed in consultation with staff and Advisory Board, approved by Advisory Board and publicly displayed.	Director RAP Working Group	02/09/2014	<ul style="list-style-type: none"> RAP approved, on Centacare NQ website and on Reconciliation Australia's website.
2. Second draft of RAP for 2013-2016 submitted for endorsement.	Director	30/09/2014	
3. RAP to be monitored regularly.	Director Centacare NQ staff Advisory Board RAP Working Group	Quarterly: 31/07/2014 / 2015 / 2016 31/10/2014 / 2015 / 2016 31/01/2015 / 2016 30/04/2015 / 2016	<ul style="list-style-type: none"> Report to staff and Advisory Board by RAP Working Group.
4. RAP reported annually.	Director RAP Working Group	31/07/2014 31/07/2015 31/07/2016	<ul style="list-style-type: none"> Report to staff and Advisory Board by RAP Working Group.
5. RAP evaluated annually and a report submitted to Reconciliation Australia annually.	Director and RAP Working Group	31/10/2014	<ul style="list-style-type: none"> Updated RAP approved, on Centacare NQ website and on Reconciliation Australia's website. Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.

Contact details for enquires about Centacare NQ's RAP

Dr Tony McMahon
Director
Centacare NQ
(07) 4772 9000

Brenda Bendall
Professional Supervisor
Centacare NQ
(07) 4772 9000

Email: centacarenq@centacarenq.org.au