

MULTICULTURAL COMMUNITIES COUNCIL GOLD COAST LTD
REFLECT RECONCILIATION ACTION PLAN
November 2021 – November 2022



MCCGC

MULTICULTURAL COMMUNITIES
COUNCIL GOLD COAST LTD
Connecting you in your community



RECONCILIATION
ACTION PLAN

REFLECT



We make life better
ACTIVE LIVING . HEALTH & WELL-BEING . IN HOME SUPPORT

Acknowledgement of Country

We acknowledge the Traditional Custodians of this land, the Kombumerri people of the Yugambeh Language Region, and pay our respect to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community.



CONTENTS

Statement from Reconciliation Australia CEO	3
Statement from MCCGC & CÜRA Executive and Board	4
Our Business	5
Our Reconciliation Action Plan	6
Our Partnerships and Current Activities	7
Relationships	8
Respect	9
Opportunities	10
Governance	11



STATEMENT FROM RECONCILIATION AUSTRALIA'S CEO

Reconciliation Australia welcomes Multicultural Communities Council Gold Coast to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Multicultural Communities Council Gold Coast joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Multicultural Communities Council Gold Coast to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Multicultural Communities Council Gold Coast, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



Karen Mundine
Chief Executive Officer
Reconciliation Australia

STATEMENT FROM MCCGC BOARD & EXECUTIVE

Multicultural Communities Council Gold Coast and CÜRA are proud to make a formal commitment to reconciliation and begin our journey with this Reflect RAP.

Our vision is an inclusive community that values cultural diversity, and our values include unity, compassion, integrity, respect and joie de vivre (joy of life).

We believe our mission aligns with the five dimensions of reconciliation and will help us uphold them within the communities we serve across South East Queensland and Northern New South Wales.

As a peak multicultural body, we are in a unique position to promote reconciliation across a diverse range of community members who are often left out of mainstream initiatives and conversations. It is important that people of all ages, backgrounds, and abilities have the opportunity to learn about and participate in reconciliation.

We commit to increasing awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership amongst our staff, volunteers, customers, members, networks and fellow service providers.

We look forward to embarking upon this journey and helping to strengthen relationships, respect and trust between the communities we serve and Aboriginal and Torres Strait Islander peoples.

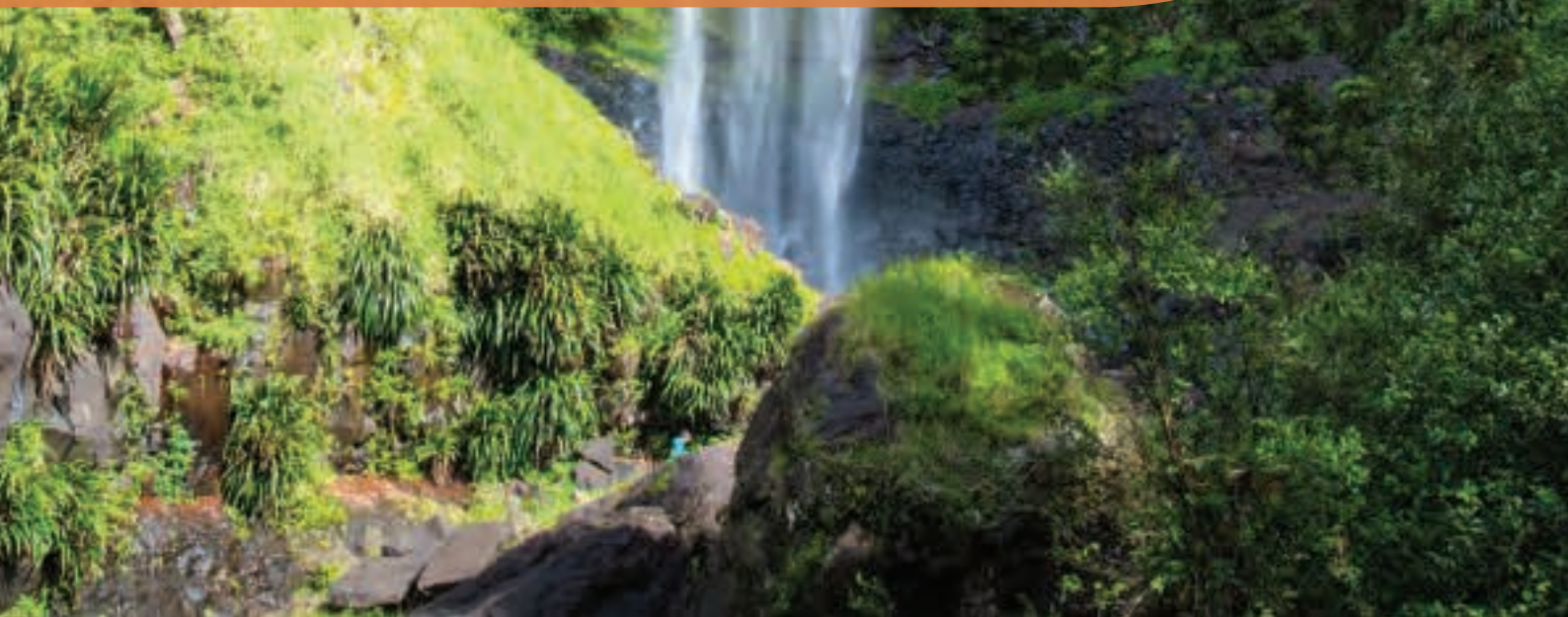
We recognise that reconciliation is an ongoing journey and we are committed to fighting for meaningful change towards a just, equitable and reconciled Australia.



Rose Vearing
MCCGC Acting CEO



Lyn Dasey
MCCGC Board Chair



Our Business

Multicultural Communities Council Gold Coast Ltd (MCCCGC) is the peak regional body representing multicultural residents in the Gold Coast Region. We are a non-profit organisation, and our vision is of an inclusive community that values cultural diversity. We have been supporting Gold Coast multicultural communities since 1983 and are well known and regarded for our role in helping people from culturally and linguistically diverse (CALD) backgrounds connect with the local community and have equal access to health and well-being services.

We support multicultural residents to feel welcomed in the community and to reach their goals. We do this through:

- helping new refugees & migrants settle in the Gold Coast
- providing training & educational opportunities for youths and multicultural community members
- advocating issues that impact our multicultural communities
- bringing together and educating communities, service providers, businesses, and government
- running community events, workshops and dinners that promote cultural diversity & inclusion

CÜRA is a branch of MCCGC that supports seniors and people with disability to live healthy & independent lives. Our services include Home Care Packages, Commonwealth Home Support Programme, Private Home Care, NDIS Support Coordination, NDIS Community Connectors, and Community Pathways Connectors. We help make life better for our customers through:

- providing in-home support, transport, personal support, domestic assistance and social support
- organising social activities in our wellness centre and the community to promote social inclusion
- helping our clients find the right service providers for their needs
- providing emotional support for our clients and their carers

We have 250 staff across Australia, including 130 paid employees and 120 volunteers.

We currently employ three Aboriginal and Torres Strait Islander staff.

We are a regional organisation providing services primarily in South East Queensland, though we have some state-wide programs.

Our primary office and wellness centre are located in Ashmore, Gold Coast. We have a second Community Programs Office in Southport, Gold Coast. We also have staff with home offices in the Tweed, Moreton Bay and Sunshine Coast regions.



Our Reconciliation Action Plan (RAP)

We are developing a RAP because we would like to support the National Reconciliation Movement. We are dedicated to our vision of an inclusive community that values diversity, and this requires a community in which there are strong relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples, and the rights of First Australians are championed.

MCCGC's organisational objectives include:

- Supporting a socially inclusive community.
- Ensuring non-discriminatory services to all members of the community.
- Ensuring culturally inclusive and participatory programs, activities, services and policies are offered to all.
- Supporting a high quality of life and independence to all people within our community.
- Committing and advocating for social justice.

We believe these objectives align with the five dimensions of reconciliation: race relations, equality and equity, institutional integrity, unity, and historical acceptance. All parts of our community - governments, civil society, the private sector, and Aboriginal and Torres Strait Islander communities - have a role to play to progress these dimensions. Relationships, Respect and Opportunities are pillars of our organisation that underpin the work that we do with multicultural communities.

We currently have a Reconciliation Working Group who have been working together to develop this RAP. This group consists of our CEO, several members of our Executive Team, a member of our Community Development Team and a member of our CŪRA team. We have already begun to implement changes within our organisation based on these initial meetings and will continue to meet regularly to hold ourselves accountable. Once our RAP is endorsed, we will include more people from across our organisation into teams to work towards our different goals across the 3 pillars. Our Chief Operations Officer will be our RAP Champion as she has been involved in the RWG, oversees the majority of our employees and will have the most impact across the organisation.

MCCGC began our reconciliation journey during 2020 NAIDOC week. We realised it was time for us to develop a more formal reconciliation process and registered our interest with Reconciliation Australia for a RAP, with the full support of our Executive Team. We quickly established a working group that now meets regularly on the proposed Reflect Reconciliation Action Plan.



Over the past years MCCGC has sought Welcome to Country for public events like Harmony Day/Week, International Café Seniors event and Walk Together. We do Acknowledgement of Country before meetings, functions and events and also include on our staff email signatures "We acknowledge the Traditional Custodians of this land, the Kombumerri people of the Yugambeh Language Region, and pay our respect to Elders past, present and emerging. We extend our respect to all Aboriginal and Torres Strait Islander peoples and acknowledge their ongoing connection to land, sea, culture and community."

We have also incorporated learning Aboriginal and Torres Strait Islander histories into some of our programs through organising excursions to Jellurgal Cultural centre with local schools, hosting workshops with seniors and students in our Ashmore centre and promoting and attending important culturally significant events on the calendar like National Sorry Day, NAIDOC week, National Reconciliation Week.

We would like to be more purposeful and thoughtful with our support toward reconciliation and believe this RAP will help ensure that.

Our Partnerships & Current Activities

Community Partnerships

We currently work with Kalwun Health, Jellurgal Cultural Centre, Krurungal, Institute of Urban Indigenous Health, Yugambeh Centre, Yugambeh Region Aboriginal Corporation Alliance (YRACA) and the City of Gold Coast.

Internal Activities/Initiatives

Our current reconciliation activities include:

- Adding significant dates to online calendars on MCCGC/CURA website, staff portal, and newsletters
- Collating information in folder for staff to access contacts within Aboriginal and Torres Strait Islander services / organisations
- Arranging mandatory training modules for staff in different areas
- Arranging an Elder or Traditional Custodian to provide a Welcome to Country for our 2021 staff meeting
- Education and inclusion of Acknowledgement of Country for our customer/client group meetings
- Consulting with local Aboriginal Torres Strait Islander groups to implement a standardised Acknowledgment of Country across our organisation
- Planning OUR COLOURS OUR STORIES with local schools and senior groups to include cultural learning sessions with our community partners - these cultural workshops facilitated by local community members engage with CALD communities of the Gold Coast to help them learn firsthand diverse cultural customs and traditions promoting multicultural inclusion, empowerment and awareness in the community. Supporting, promoting and attending local events like NAIDOC Week, Closing the Gap, National Reconciliation Week.
- Attending Reconciliation Australia Conferences



Relationships



Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	Nov 2021	Community Programs Manager & Chief Operations Officer
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Nov 2021	Chief Operations Officer
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2022	Marketing Specialist & Senior Care Advisor
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2022	Multicultural Development Officer & Chief Operations Officer
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2022	Marketing Specialist
Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	Nov 2021	Marketing Specialist
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Dec 2021	Chief Operations Officer and Team
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	Dec 2021	Chief Operations Officer
Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	Jan 2022	People & Culture Officer

Respect



Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	Mar 2022	Chief Financial Officer
	Conduct a review of cultural learning needs within our organisation	Apr 2022	Senior Care Advisor & People & Culture Officer
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	Nov 2021	Senior Care Advisor
	Education and inclusion of Acknowledgement of Country and Reconciliation in our daily group sessions	Oct 2022	Senior Care Advisor
	Increase staff and customer's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Feb 2022	Senior Care Advisor & Marketing Specialist
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2022	Marketing Specialist
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	July 2022	Marketing Specialist
	RAP Working Group to participate in an external NAIDOC Week event.	July 2022	RAP Working Group

Opportunities



Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	Aug 2022	People & Culture Officer
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Aug 2022	People & Culture Officer
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	Sept 2022	Chief Financial Officer
	Investigate Supply Nation membership.	Sept 2022	Chief Financial Officer

Governance



Action	Deliverable	Timeline	Responsibility
Maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	Nov 2021	Chief Operations Officer
	Draft a Terms of Reference for the RWG.	Nov 2021	Chief Financial Officer
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Dec 2021	Chief Operations Officer
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Dec 2021	Chief Financial Officer
	Engage senior leaders in the delivery of RAP commitments.	Jan 2022	Chief Operations Officer
	Define appropriate systems and capability to track, measure and report on RAP commitments.	Nov 2021	Chief Operations Officer
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sept 2022	Chief Operations Officer
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	July 2022	Chief Operations Officer



Contact Us

If you have questions about this Reconciliation Action Plan, please contact our CEO.

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For more information about our organisation you can:

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