

Reflect Reconciliation Action Plan

April 2019 - April 2020



VincentCare
Engage. Enable. Empower.





About the artist

Karen Lovett, Helpful Hands, 2019

Karen Lovett, a proud Gunditjmara woman, has been painting her story for more than a decade. It is a story of her family, her discovery of the First Nations Peoples' journeys and finding her own way back to Country. Karen was commissioned in December 2018 to develop a piece of artwork to symbolise VincentCare's journey of reconciliation. The painting "Helpful Hands" represents hope, connection and diversity.

"Everyone needs that person that believes in you. When you find them and I am lucky I have had many, you grab them with both hands and it's amazing what can be done."

- Karen Lovett

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Glossary of Acronyms

CaLD	Culturally and Linguistically Diverse
CHSP	Commonwealth Home Support Programme
DHHS	Department of Health and Human Services
IMCH	Inner Melbourne Community Hub
NCH	Northern Community Hub
RLD	Reconstructing Life after Dependency
VCV	VincentCare Victoria

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Our purpose

To create opportunities for lasting change for the most marginalised.



Our aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage.



Our values

Courage. Compassion.
Accountability. Excellence.
Leadership. Dignity.



1. Message from Board Chair and CEO



As VincentCare begins our journey of reconciliation through our first Reconciliation Action Plan, Reflect, we acknowledge the urgent need for change within our organisation and our society. This document is the first step in signifying our commitment to understanding the original injustice of invasion and how we continue to perpetuate this injustice. It also outlines the actions that we will take to begin this journey.

We come to this task as humble learners in the presence of the oldest living civilisation in the world. We commit to building and fostering relationships with First Nations communities and organisations to better address the inequalities that exist in our society. We commit to an ongoing process of respectfully seeking advice and guidance on our practices and service delivery to provide a better experience for our First Nations clients. We also commit to create a more just world where all First Nations Peoples can thrive and be recognised as having an amazing and rich place in the soul and culture of modern Australia.



Our first RAP provides a mandate to address the imbalance of justice, equity and freedom with Australia's First Nations Peoples. It ensures we deliver a culturally secure organisation that has strong and respectful relationships with Aboriginal and Torres Strait Islander communities and organisations. VincentCare is committed to closing the gaps in life outcomes of First Nations clients and will do this by driving change within the organisation with the aim to affect overall change within the broader society.

**Tony Nicholson | Board Chair, VincentCare and
Quinn Pawson | Chief Executive Officer, VincentCare**

2. Statements and acknowledgements

Acknowledgement of Wurundjeri People and Australia's First Nations Peoples

VincentCare proudly acknowledges the Wurundjeri people as the Traditional Owners and Custodians of the land on which our corporate office is located. We extend that respect to Aboriginal and Torres Strait Islander peoples of other nations. The VincentCare Board of Directors, Senior Leadership Team, employees and volunteers pay our respects to their Elders, past, present and emerging. We acknowledge Aboriginal and Torres Strait Islander peoples as Australia's First Nations Peoples and as the Traditional Owners and Custodians of the land and water on which we live, work and play.

Statement of Recognition of our Silent and Shared History and Ongoing Trauma

VincentCare recognises the fiction of terra nullius (vacant or empty land) being used to justify the taking of the First Nations Peoples' lands and water throughout Victoria. VincentCare recognises that Aboriginal and Torres Strait Islander peoples have lived in Victoria for as long as 120,000¹ years and at the time of first contact there were many distinct nations, with numerous languages, complex social systems and laws and customs in Aboriginal Victoria². VincentCare recognises that our state's history includes a very long era of control and disempowerment of Aboriginal and Torres Strait Islander peoples that began with dispossession. We recognise that the impact of dispossession, resistance, control, segregation, forced assimilation and disempowerment is a matter of deep continuing concern and ongoing trauma. We recognise that Victorian Aboriginal peoples today are continuing to face specific economic, social and cultural discrimination.

St Vincent de Paul Society established VincentCare in 2003 to provide support for, and advocate on behalf of, Victorians facing the most disadvantage and marginalisation. VincentCare recognises that throughout our history governments designed policies to intentionally dispossess, control, discriminate against and disempower Aboriginal and Torres Strait Islander peoples. VincentCare recognises that faith-based, mission-led organisations have played an active role in enacting these policies in the past and will continue to be complicit until Victorian Aboriginal peoples have achieved self-determination, with equality in life outcomes and an equitable voice. VincentCare recognises that to stop injustices and overcome disadvantage Aboriginal and Torres Strait Islander peoples have the right to self-determination. VincentCare is committed to truth telling of our nation and state's history to ensure the wrongs of the past will never be repeated.

Our vision of reconciliation

VincentCare is committed to the principles of social justice and works to ensure every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

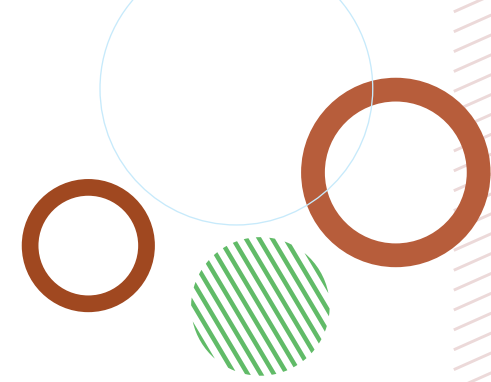
Our vision of reconciliation is one where Aboriginal and Torres Strait Islander peoples and lands are respected and valued, and Aboriginal and Torres Strait Islander peoples have achieved self-determination. VincentCare is committed to Aboriginal and Torres Strait Islander peoples participating equally and equitably in all areas of life and to recognising and upholding the unique rights of Aboriginal and Torres Strait Islander peoples.

VincentCare will engage in respectful relationships based on the principles of reciprocity, understanding and connection with Aboriginal and Torres Strait Islander peoples and communities. We believe that Aboriginal and Torres Strait Islander peoples are the guiding authority as we journey towards reconciliation together.

1. Bowler, J.M., Price, D.M., Sherwood, J.W., & Carey, S.P., 2018. The Moyjil site, South-West Victoria, Australia: Fire and environment in a 120,000-year coastal midden — nature or people? *The Royal Society of Victoria* 130: 71–93.

2. Expert Panel on Constitutional Recognition of Indigenous Australians. (2012). *Recognising Aboriginal and Torres Strait Islander Peoples in the Constitution: Report of the Expert Panel*. Canberra, Commonwealth of Australia. Retrieved from: https://www.pmc.gov.au/sites/default/files/publications/Recognising-Aboriginal-and-Torres-Strait-Islander-Peoples-in-the-constitution-report-of-the-expert-panel_0.pdf

3. Our business



VincentCare is a leading provider of housing and homelessness services for people experiencing disadvantage.

St Vincent De Paul Society established VincentCare with the purpose of creating lasting change for the most disadvantaged. VincentCare has evolved to focus on providing homelessness services and housing support by working to engage, enable and empower individuals to achieve their life goals.

VincentCare advocates that a stable home provides the best environment for people to experience a sense of freedom, personal control, privacy, dignity, strengthen relationships and belong to a community. VincentCare encourages the people we work alongside to be active in the process of stabilisation, and we continue to support them every step of the way through their personal recovery and individual pathway to growth.

Our Values that underpin all our work are:

- Accountability
- Courage
- Compassion
- Dignity
- Excellence
- Leadership

VincentCare provides more than 100 programs from 10 sites for people experiencing disadvantage throughout metropolitan Melbourne and regional Victoria and employs 280 staff who are supported by our client, community, corporate and student volunteers.

VincentCare employs a small number of Aboriginal and/or Torres Strait Islander people across the business. However, the actual number of employees and volunteers who identify as Aboriginal and/or Torres Strait Islander is unknown. VincentCare currently does not ask employees or volunteers if they identify as Aboriginal and/or Torres Strait Islander.

Our services include:

- Housing and homelessness programs
- Drug and alcohol counselling services, residential care and rehabilitation
- Allied health services
- Family violence services
- Financial counselling
- Social inclusion and wellbeing, reconnecting people to communities
- Home care packages
- Supported employment
- Aboriginal and Torres Strait Islander peoples specific workers
- LGBTIQ+ specific workers
- Outreach services for young people, single adults, families, and Culturally and Linguistically Diverse (CaLD) communities.

3. Our business

VincentCare is committed to the principles of social justice and aims to ensure that every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

VincentCare's services are underpinned by the Homelessness to Recovery Model (HRM); the culmination of four years of intensive research, analysis and pilots. The model recognises that recovering from an experience of homelessness requires a trauma-informed, person-centred, strengths-based service continuum to improve client outcomes in a holistic way.

The HRM will help VincentCare enact its RAP as it maximises choice and acknowledges diversity. VincentCare further strengthened its commitment to Aboriginal and Torres Strait Islander peoples through its Diversity Strategy 2016-2019. The key objectives of VincentCare's Diversity Strategy are to:

1. Promote VincentCare as a culturally diverse, safe and competent organisation through the development of a RAP and achieve Rainbow Tick Accreditation;
2. Embed diversity practice into all aspects of service delivery; and
3. Strengthen and enhance organisational culture.

In its 2016-2019 Human Resources Strategy, VincentCare committed to developing a Workforce Diversity Strategy, focussing on the recruitment, retention, recognition and celebration of a diverse workforce including Aboriginal and Torres Strait Islander peoples.

The Workforce Diversity Strategy included the establishment of a student placement program for Aboriginal and Torres Strait Islander peoples. Therefore, throughout the life of this RAP and future RAPs, VincentCare will work towards increasing the number of Aboriginal and Torres Strait Islander staff and volunteers, including capturing data on new employees and volunteers in a new Human Resources Information System.

VincentCare has Lesbian, Gay, Bisexual, Trans, Intersex and Queer (LGBTIQ+) inclusive practice embedded through attainment of Rainbow Tick Accreditation in December 2018. The focus in 2019 is building organisational capacity for working in partnership with Aboriginal and Torres Strait Islander peoples that also identify as LGBTIQ+, including Brotherboys and Sistergirls.

VincentCare recognises the ongoing need to listen and learn from all interactions with Aboriginal and Torres Strait Islander clients to build capacity in delivering a culturally-responsive service that meets the needs of Aboriginal and Torres Strait Islander clients¹. VincentCare welcomes re-engagement, without judgement, of all past clients at any time.

1. Homelessness Australia (2016) states that on Census night 2011 there were 105,237 people experiencing homelessness, of which 26,744 were Aboriginal and Torres Strait Islander peoples, a 20% over-representation. Homelessness Australia highlights that the concept of home for Aboriginal and Torres Strait Islander peoples can be different to non-Indigenous peoples, in addition to physical homelessness, spiritual homelessness (separation from country, customary law and/or kinship groups) can be a significant issue for Aboriginal and Torres Strait Islander peoples. These figures highlight the importance of a RAP for VincentCare. Source: Homelessness Australia. 2016. Homelessness and Aboriginal and Torres Strait Islanders. Retrieved from: https://www.homelessnessaustralia.org.au/sites/homelessnessaus/files/2017-07/Homelessness_and_ATSIv3.pdf

4. Our reconciliation journey to date

VincentCare has a long and committed history of working alongside people experiencing homelessness with complex histories of trauma. Our informal reconciliation journey began in 2003 and over the past 15 years this journey has actively engaged Aboriginal and Torres Strait Islander peoples. This has been done through our open access centres and accommodation services, celebrations of Aboriginal and Torres Strait Islander Cultures and inclusion in capacity building activities, in particular the client volunteer program, community development activities, and art and music therapy. VincentCare has encapsulated its journey in the timeline below.

→ **2003** _____

Established and advocated for open access centres, accommodation and health and wellbeing services.

→ **2007** _____

Initiated annual Cultural Action Plans to ensure accessible services that reflected the composition of our communities.



Artist Karen Lovett working on "Helping Hands".



VincentCare staff at The Long Walk Lunch, 2019.

_____ **2015** ←

Formed a Diversity Working Group, which developed a framework for inclusive practice, the VincentCare Diversity Strategy 2016-2019.

_____ **2016** ←

Diversity Strategy 2016-2019 approved by the VincentCare Board.



2017

The first RAP Steering Committee was held in October 2017.

Commencement of Acknowledgement of Country at meetings by VincentCare staff.



Cultural Awareness Workshop with Nova Peris (centre) in 2018.

2018



Board of Directors, Executive Management team and Hub Leadership teams engaged in extensive awareness and cultural training, and professional development around First Nations Peoples ongoing trauma, reconciliation and the RAP development.

VincentCare confirmed with the Victorian Aboriginal Heritage Council that they had appointed a Traditional Owner corporation as a Registered Aboriginal Party to four of the locations where VincentCare has offices.

During the implementation of Single Client Record, VincentCare established technological capacity to understand Aboriginal and Torres Strait Islander peoples' service demand by collecting every client's Aboriginal and Torres Strait Islander peoples' status at intake.

Staff Meeting Policy updated to formally require all staff meetings to have an Acknowledgement of Country as the first agenda item at all meetings, including Board meetings.

Displayed Acknowledgement of Country plaques at our Central Office and all Hub locations.



Artist Paul Ryder and Lynda Dean from VincentCare.

5. Our RAP

Why a Reconciliation Action Plan?

We see the RAP uniting our organisation and meaningfully working towards agreed actions with Aboriginal and Torres Strait Islander clients individually, with communities and with organisations.

Through our Diversity Strategy and by developing a RAP, VincentCare declares its commitment to reconciliation and aims to develop a practical plan encompassing five dimensions of reconciliation as outlined in Reconciliation Australia's State of Reconciliation in Australia Report:

- **Historical acceptance:** all Australians understand and accept the wrongs of the past and the impact of these wrongs. Australia makes amends for the wrongs of the past and ensures these wrongs are never repeated.
- **Race relations:** all Australians understand and value Aboriginal and Torres Strait Islander and non-Indigenous cultures, rights and experiences, which results in stronger relationships based on trust and respect, and that are free of racism.
- **Institutional integrity:** the active support of reconciliation by the nation's political, business and community structures.
- **Equality and equity:** Aboriginal and Torres Strait Islander peoples participate equally in a range of life opportunities and the unique rights of Aboriginal and Torres Strait Islander peoples are recognised and upheld.

- **Unity:** an Australian society that values and recognises Aboriginal and Torres Strait Islander Cultures and Heritage as a proud part of a shared national identity.

VincentCare declares its commitment to increasing and expanding agreement-making practices with Aboriginal and Torres Strait Islander peoples in Victoria in ways that empower pathways to self-determination. VincentCare understands that equity refers to the unique rights, both collective and individual, that Aboriginal and Torres Strait Islander peoples hold by virtue of being Indigenous, and Indigenous peoples' ability to freely exercise these rights¹. VincentCare recognises these rights, including self-determination, as outlined in the United Nations Declaration on the Rights of Indigenous Peoples².

Ultimately, VincentCare's clients have inspired the dedication to the RAP process.



1. Reconciliation Australia. (2016). State of Reconciliation in Australia: our history, our story, our future. Canberra, Reconciliation Australia. Retrieved from: https://www.reconciliation.org.au/wp-content/uploads/2017/11/The-State-of-Reconciliation-report_FULL_WR.pdf

2. Australian Human Rights Commission. (2019). UN Declaration on the Rights of Indigenous Peoples. Retrieved from: <https://www.humanrights.gov.au/our-work/un-declaration-rights-indigenous-peoples-1>

5. Our RAP

Our partnerships and current activities

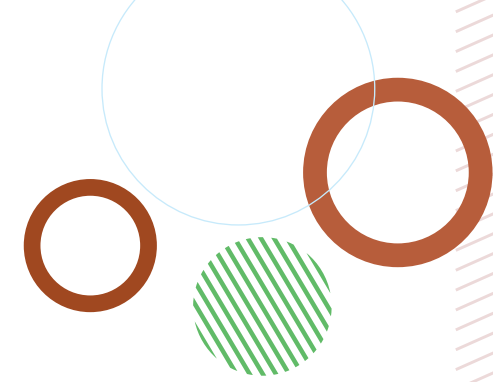
Our services have informal relationships with a number of Aboriginal organisations, co-operations and groups across Victoria, including:

- Council to Homeless Persons (CHP) Peer Education Support Program Aboriginal Consumer Participant (Melbourne)
- Elizabeth Morgan House (EMH) Aboriginal Women's Service Inc. (Victoria)
- Kirrip Aboriginal Corporation: Kirrip House (Melbourne)
- Koolin Balit Network - Inner North West Primary Care Partnership
- The Long Walk
- The Long Walk & the Health Connections pilot project
- Margaret Tucker Hostel (Melbourne)
- Melbourne Aboriginal Youth Sport and Recreation Co-operative (MAYSAR) and Whitelion Deadly Lions Programs (North West Region of Melbourne)
- Ngwala Willumbong Co-operative Ltd (Victoria)
- North West Metro Region (NWMR) Koolin Balit Primary Care Partnership Consortium Project (2016-2017)
- Rumbalara Aboriginal Co-operative (Shepparton)
- Victorian Aboriginal Child Care Agency Co-operative (VACCA) - North and Western offices
- Victorian Aboriginal Community Services Association (VACSAL) Bert Williams Centre (BWC)



Photo (l-r): Quinn Pawson, VincentCare CEO; Nicole Caulfield, VincentCare Aboriginal and Torres Strait Islander Care Coordinator, CHSP and Outreach; Leanne Brooke, The Long Walk General Manager; Janah, VincentCare; at The Long Walk Lunch 2019.

5. Our RAP



Who is involved in the RAP journey?

In October 2017, VincentCare established the RAP Steering Committee, comprised of management and staff representatives from different areas of the business. The RAP has been developed in collaboration with Aboriginal and Torres Strait Islander advisors from The Long Walk. Five of the people who participated in development of the RAP identify as Aboriginal people. In July 2018 VincentCare reviewed the RAP Steering Committee Terms of Reference and membership to ensure its appropriateness for the implementation of the RAP.

Reconciliation Action Plan Committee: Current Members

Janah*
Hume Community Hub

Nicole Caulfield
Aboriginal and Torres Strait Islander Care
Coordinator, CHSP and Outreach

Tony Clarke
Hub Manager

Helen Cutajar
Diversity Worker - Aboriginal and
Torres Strait Islander portfolio | YA THM
Coordinator, Young Adults Outreach
Support Service

Mark Jackson (chair)
General Manager - People, Culture and
Communications

David Norris
Learning and Development Coordinator

Darren Spooner
Finance Manager

Mat Tibbenham
RLAD Alcohol and Other Drugs Outreach
Worker, Quin House

Danny Tilkeridis
Hub Manager

Paul Turton
General Manager Homelessness Services

Anna Weeding
Manager Head Leasing Services

Amanda Willimott
Integrated Communications and Channel
Manager

Reconciliation Action Plan Committee: Advisory Members

Dan Laws*
State-wide Aboriginal Homelessness
Network Co-ordinator Victoria,
Ngwala Willumbong

Jason Russell*
Lived Experience of Homelessness, Peer
Education and Support Program, Council
to Homeless Persons (CHP)

**Aboriginal members.*

Past members

We would like to acknowledge the contributions of former committee members in the development of our RAP: Leanne Brooke, Dr Jane Daniels, Dianne Fieldhouse, John Karamitanis, Nicholas Marshall, Karen Mackenzie, Awhiora Nia Nia, Michael Peacock, Stuart Rance, Lisa Sammut, David Smith, Don Stewart, Nicole Thompson, Michelle Turner.

6. Case notes

Rose's time in the care system meant her housing and support options were limited.

ROSE

Rose* had a connection with Marg Tucker Hostel. It was her safe space. In 2016, Rose was living at the hostel, she was about to leave the Child Protection Care System and she wanted to explore housing options. Due to Rose's time in the care system, her housing and support options in the wider community were limited. As a young Aboriginal and Torres Strait Islander woman leaving care, the chances of experiencing long-term homelessness appeared likely. The hostel contacted a VincentCare Diversity Worker to arrange an outreach assessment for Rose. The Diversity Worker prioritised Rose for support and housing, and Rose decided to sign up as a service participant with Young Adults Outreach Support Services (YAOSS). Rose was also supported through the Victorian Aboriginal Child Care Agency (VACCA) Leaving Care program, who supported her to stay connected to her community.

Rose eventually accessed transitional housing through VincentCare YAOSS and maintained connections to the VACCA arts programs, volunteer opportunities, and community events and connections. While a VincentCare Diversity Worker provided support around housing and generalist needs, the continued relationship with VACCA meant that VincentCare staff could also coordinate across their services to

provide a wrap-around support program in consultation with Rose when she was struggling to cope with life events. Rose's close relationship with VACCA meant that services could become more aware of Rose's support needs in a way that respected Rose's broader cultural needs. Two years after first contacting VincentCare, Rose has developed her skills as an artist and an activist. VincentCare and Rose continue to work together on services she needs as she goes from strength to strength, exploring her own recovery, employment and enterprise opportunities, as well as being nominated for leadership awards.

**Not her real name.*



6. Case notes

After experiencing hardship and homelessness for 30 years, Paul realised he had to start putting himself first.

PAUL RYDER

Paul, a proud Bidjara man from Charleville, has experienced hardship and homelessness, on and off, for the past 30 years.

In February 2018, Paul, his partner and their six-year-old son Harly were given notice to leave their house.

“We were out on the street and didn’t know what to do. We had a doctor’s appointment in Glenroy, and while we were waiting, I spotted VincentCare across the road.”

Paul had no idea that VincentCare provided housing. He thought they were more of a foodbank and emergency relief service. He went in and spoke to Mim and he says he felt instantly “comfortable” and that VincentCare “understood his culture”.

“She was just fantastic. She arranged temporary accommodation for us in Coburg for a month while we figured out what our next step would be.”

In his last week at Coburg, VincentCare told Paul about the possibility of a two-bedroom unit.

“We made an appointment to go have a look and it was approved straightaway. By Friday, we’d moved in and life was good.



VincentCare even surprised us with a new flat screen TV and a microwave – it just turned up one day on a truck, I couldn’t believe it”.

Suffering from depression and anxiety, Paul ended up in hospital. He also discovered that the rent was \$2000 in arrears.

“VincentCare rescued me again. VincentCare are a true, true blessing. I can’t express enough how grateful I am.”

Now, Paul is looking ahead and beginning to put himself first. He says that’s one of the big things he’s learned from VincentCare. “I need to put myself first then I can start to plan my future.”

6. Case notes

Having her father and sister believe in her helped Karen survive and find empowerment through her art.

KAREN LOVETT

Karen Lovett's father and sister patiently waited. They knew the now 47-year-old proud Gunditjmara woman from Portland would come back to Country.

"For years they were there, showing me the way but for 36 years I denied my heritage. It was like my father had one black child and one white child," Karen explained.

Karen and her twin sister grew up as wards of the state from four months of age. Karen has lived with depression for many years and has suffered from poor health. Now, she also lives with the guilt of having rejected her Aboriginality for such a long time.

"I hurt my father and my twin sister very badly but they stuck by me, they believed in me."

It is this belief that has helped Karen survive and helped her find art.

"After I had my third child, I came home from hospital and my depression was there again. I started to paint."

A few years later Karen moved to Broadmeadows with her family. Her mother-in-law took her to the Indigenous Education Centre at Kangan Batman TAFE and encouraged her to learn about the paintings she was doing and where they came from, and about her own community's art.

Karen also found empowerment through a worker at VincentCare who helped her through the Health Connections Initiative program, which helps Aboriginal and Torres Strait Islander peoples who have health issues. "I also suffer from anorexia," Karen revealed, "and I have a problem with my kidney but they can't operate until I gain weight."

This year her worker also encouraged Karen to put her art forward for selection as part of VincentCare's Reconciliation Action Plan (RAP).

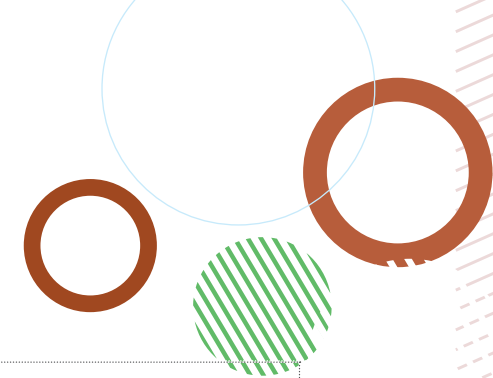
VincentCare Board approved Karen's submission and have commissioned her work, Helping Hands, which is an important part of Reflect RAP.

Karen said that even though VincentCare had distributed promotions about the commission at the TAFE, she would not have put herself up for it without the encouragement of her worker, who really understood her.

"She was amazing. Everyone needs that person that believes in you. When you find them and I am lucky I have had many, you grab them with both hands and it's amazing what can be done," she said.



7. Relationships



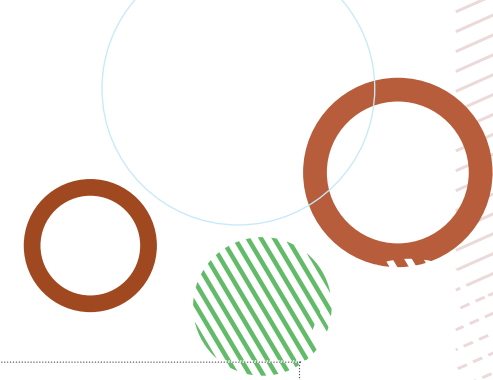
Action	Deliverable	Timeline	Responsibility
1.1. RAP Steering Committee actively participates in RAP development and monitors approval and implementation of actions, tracking progress and reporting	<ul style="list-style-type: none"> The RAP Steering Committee is operational to support the implementation of our first RAP, Reflect, comprising of Aboriginal and Torres Strait Islander peoples and decision-making staff from across our organisation. 	April 2019	RAP Steering Committee Chair
	<ul style="list-style-type: none"> The RAP Steering Committee will meet monthly as per the Terms of Reference. 	May 2019	RAP Steering Committee Chair
	<ul style="list-style-type: none"> The Terms of Reference is updated annually and endorsed by the Quality Committee. 	April 2019	General Manager Service, Quality and Innovation
1.2. Support VincentCare (VCV) Hubs and Central Office to develop relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations	<ul style="list-style-type: none"> Develop a "Protocol for Partnerships" to support Hubs, Central Office and the Executive Management team to engage with Aboriginal Community Controlled Organisations (ACCOs) to develop appropriate culturally secure engagement partnerships. 	April 2020	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> In areas where VCV already work, develop a list of Aboriginal and Torres Strait Islander peoples, communities and organisations that VCV and Hubs already work with or could approach to connect with on our reconciliation journey. 	April 2019	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Conduct an audit of current relationships and activities and identify opportunities to strengthen the relationships with ACCOs to build long-term, sustainable strategic partnerships which reflect co-design, co-delivery, co-location and co-funding principles for example: <ul style="list-style-type: none"> Inner Melbourne Community Hub (IMCH) to explore options for co-locating new services in the new Ozanam House; and Northern Community Hub (NCH) and Hume Community Hub (HCH) to explore options for co-location arrangements or outposts, e.g. a housing response provided through Aborigines Advancement League or Family Violence support at Rumbalara. 	March 2020	General Manager Homelessness Services
	<ul style="list-style-type: none"> Develop a list of RAP organisations and other like-minded organisations that we could approach to connect with on our reconciliation journey 	April 2019	Senior Practitioner Quality and Diversity
	<ul style="list-style-type: none"> Develop an Aboriginal and Torres Strait Islander Partnerships Framework for VincentCare that overlays Registered Aboriginal Parties (Land Councils) and Aboriginal Community Controlled Organisations (ACCOs), linked to Socio Economic Indexes for Areas (SEFIA) data across Victoria. 	March 2020	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Use the Partnerships Framework to identify potential new strategic partnerships with ACCOs during the development of a business case for each new business opportunity. 	April 2020	Senior Practitioner Service Design
	<ul style="list-style-type: none"> IMCH and NCH/Hume Hubs to build local reconciliation actions that support implementation of the RAP into their Hub Diversity Action Plans for 2019-2020 	April 2019	General Manager Homelessness Services
1.3. VCV Hubs to strengthen relationships with Aboriginal and Torres Strait Islander peoples	<ul style="list-style-type: none"> Engage with the Hume/Moreland St Vincent De Paul (SVDP) Conference to strengthen relationships with and services to local Aboriginal and Torres Strait Islander peoples in the Northern Metro Region. 	April 2020	Hub Manager Northern Community Hub

7. Relationships

Action	Deliverable	Timeline	Responsibility
1.4. Participate in and celebrate National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Update VCV and Hub plans for participation in NRW 2019 in the VincentCare annual Diversity calendar of Significant Dates 2019: <ul style="list-style-type: none"> Hubs and Central Office to develop list of local community events external to VCV. 	April 2019	Lead: RAP Steering Committee Chair Senior Practitioner Quality & Diversity
	<ul style="list-style-type: none"> Encourage our staff to attend a NRW event Note: Ozanam Enterprises is an assembly operation and it is not practical for employees to attend an event, so Ozanam Enterprises will arrange an onsite event. 	End April 2019	General Manager Homelessness Services
	<ul style="list-style-type: none"> Ensure our RAP Steering Committee members participate in an external event to recognise and celebrate NRW. 	April 2019	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Develop a communication plan for the Executive Management Team about the significance of NRW and seek endorsement of proposed VCV participation in NRW 2019, 27 May to 3 June 2019. 	April 2019	Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Identify which Executive members, Senior Managers, Hub Managers and staff will formally participate in external events to recognise and celebrate NRW. 	April 2019	RAP Steering Committee Chair and General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> CEO to communicate through the staff newsletter the significance of NRW and encourage all staff and volunteers to attend a community NRW event. 	April 2019	Chief Executive Officer
	<ul style="list-style-type: none"> Raise awareness of NRW with all staff and volunteers, by developing and implementing an internal communication plan. 	April 2019	Process: Integrated Communications and Channel Manager Content: RAP Steering Committee Chair
	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to all Hubs. 	April 2019	Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Acknowledge NRW on the front page of VincentCare's external website during the week. 	27 May to 3 June 2019	Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Celebrate NRW 2019 as per the VincentCare Hub Diversity & Participation plans endorsed by the Executive. 	27 May to 3 June 2019	Inner Melbourne Community Hub Participation Team Leader and Northern Community Hub Manager Support Services
1.5. Raise internal awareness of our RAP	<ul style="list-style-type: none"> Host a formal event to launch the RAP 	September 2019	General Manager People, Culture and Communications and Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Develop and implement a plan to raise awareness among all staff across the organisation about our RAP commitments. 	September 2019	General Manager Homelessness Services
	<ul style="list-style-type: none"> Develop and implement a plan to engage and inform key internal stakeholders of their responsibilities within our RAP. 	September 2019	Senior Practitioner Quality & Diversity and Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Display a copy of VincentCare's Vision of Reconciliation in the reception areas of Central Office and all Hub locations. 	April 2019	Integrated Communications and Channel Manager

N.B. NRW celebrates and builds on the respectful relationships shared by Aboriginal and Torres Strait Islander peoples and other Australians. More information can be found <http://www.reconciliation.org.au/nrw/what-is-nrw/>

8. Respect

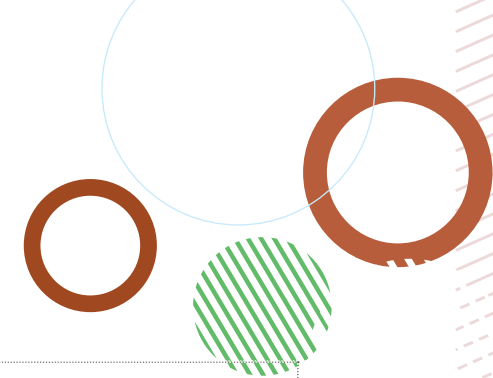


Action	Deliverable	Timeline	Responsibility
2.1. Investigate Aboriginal and Torres Strait Islander cultural learning and development	<ul style="list-style-type: none"> Develop a proposal for increasing awareness of Aboriginal and Torres Strait Islander cultures, histories and achievements to staff, corporate volunteers, community volunteers and students, that outlines cost estimates, timelines and identifies potential funding sources for approval/implementation in 2018-2019 financial year by: <ul style="list-style-type: none"> Capturing data and measuring our staff's current level of knowledge and understanding of Aboriginal and Torres Strait Islander cultures, histories and achievements; and Conducting a review of cultural awareness training needs within our organisation. Identify a "preferred" Cultural Awareness training provider to deliver training across Metropolitan Melbourne sites. Identify a "preferred" Cultural Awareness training provider to deliver training at the Hume Hub in Shepparton. Identify roles within VincentCare that work with Aboriginal and Torres Strait Islander clients or are people managers of Aboriginal and/or Torres Strait Islander specific roles for priority training. Undertake cultural learning needs assessment of the Board of Directors, Executive & Senior Management Teams. 	<p>April 2019</p> <p>April 2019</p> <p>May 2019</p> <p>May 2019</p> <p>May 2019</p> <p>March 2020</p>	Learning & Development Coordinator
	<ul style="list-style-type: none"> Build information on VCV's RAP and cultural awareness training into staff and volunteer induction material, including general staff inductions. Note that this will be localised and be specific to service areas. 	February 2020	General Manager People, Culture and Communications
	<ul style="list-style-type: none"> Determine more specific training needs of staff and volunteers e.g. intersectionality/cohorts and develop proposal for the next financial year. 	April 2020	Learning & Development Coordinator
2.2. Create a culturally safe workplace	<ul style="list-style-type: none"> Complete annual cultural safety audit at all Community Hubs, service sites and Central Office. 	August 2019	Hub Managers
	<ul style="list-style-type: none"> Develop a cultural awareness and security guidebook for staff. 	February 2020	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Review all client induction documentation to ensure cultural security has been included with reference to "Asking the Question" in the guidebook. 	March 2020	General Manager Homelessness Services
	<ul style="list-style-type: none"> Display "Helpful Hands" Aboriginal and/or Torres Strait Islander artwork at Central Office and all Hub locations including RAP artwork. 	September 2019	Executive Assistant to CEO

8. Respect

Action	Deliverable	Timeline	Responsibility
2.3. Participate in and celebrate NAIDOC Week (cont. from previous page) <i>NAIDOC Week celebrations are held across Australia to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. Further information is available at http://www.naidoc.org.au</i>	<ul style="list-style-type: none"> Develop VCV plans for participation in NAIDOC Week 2019, including: <ul style="list-style-type: none"> Hubs and Central Office to develop list of local community events external to VCV Hubs and Central Office to identify information about the local Aboriginal and Torres Strait Islander cultures, histories and achievements <i>(N.B. connect with Koorie Heritage Trust and local communities to develop a deep understanding of the history of local Aboriginal communities, culture and achievements.)</i> 	April 2019	Senior Practitioner Quality and Diversity
	<ul style="list-style-type: none"> Raise awareness and share information among 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 RAP Steering Committee participates in an external NAIDOC Week event 	April 2019	RAP Steering Committee Chair and General Manager Homelessness Services
	<ul style="list-style-type: none"> Develop an internal communication plan to raise awareness with staff, volunteers and clients of how VincentCare will celebrate NAIDOC Week, that includes: <ul style="list-style-type: none"> A CEO message about the meaning of NAIDOC Week that encourages all staff and volunteers to attend a NAIDOC Week community event. Promotion of local NAIDOC Week community events Acknowledging NAIDOC Week on the front page of VCVs external website during the week 	April 2019	Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Communicate with Executive Team about the meaning of NAIDOC Week and seek endorsement of proposed VCV participation in NAIDOC Week 2019. 	June 2019	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Celebrate NAIDOC Week 2019, as per the VincentCare participation plan endorsed by the Executive Management Team. 	July 2019 (1st to 2nd Sunday)	Hub Lead: General Manager Homelessness Services

8. Respect



Action	Deliverable	Timeline	Responsibility
2.4. Raise internal understanding of Aboriginal and Torres Strait Islander Cultural protocols within VincentCare's sphere of influence	<ul style="list-style-type: none"> Develop a curated list of Aboriginal and Torres Strait Islander resources available on the VincentCare intranet in the Diversity Resources page to support Hubs in engaging with their local and Aboriginal and Torres Strait Islander communities, including: <ul style="list-style-type: none"> History of Aboriginal and Torres Strait Islander peoples and our shared history in Victoria Appropriate terminology including language guide Information on all Aboriginal and Torres Strait Islander language groups and Traditional Owners in areas where VincentCare works Explanation of why Acknowledgement of Country occurs, standard protocols and differences between Acknowledgement of Country and Welcome to Country A statistical overview of Aboriginal and Torres Strait Islander peoples in Victoria such as population density, health, housing and education for purposes of developing services that are responsive to need 	April 2019	Senior Practitioner Quality & Diversity
	<ul style="list-style-type: none"> Develop a Welcome to Country and Acknowledgement of Country statement to be included in VCV Cultural protocol document. 	May 2019	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Provide an Acknowledgement of Country at VincentCare events & staff meetings 	April 2019	Hub Manager Hume Community Hub and RAP Committee members
	<ul style="list-style-type: none"> Include an Acknowledgement of Country in email signatures 	December 2019	Integrated Communications and Channel Manager
	<ul style="list-style-type: none"> Identify all local program information that is shared with clients and staff and plan to update material with local Acknowledgement of Country, including Induction Kits and Staff Induction sessions 	March 2020	General Manager Homelessness Services
	<ul style="list-style-type: none"> In consultation with Aboriginal and Torres Strait Islander stakeholders, investigate opportunities to rename significant spaces and/or meeting rooms at Central Office and Hubs with relevant Aboriginal and Torres Strait Islander names. 	March 2020	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Invite local Elder to provide Welcome to Country and Smoking Ceremony when opening the redeveloped Ozanam House and Resource Centre and all future new operational sites. 	June 2019	Integrated Communications and Channel Manager

9. Opportunities

Action	Deliverable	Timeline	Responsibility
3.1. Establish Aboriginal and Torres Strait Islander service demand to advocate and work towards improved outcomes.	<ul style="list-style-type: none"> Review and use the data we collect to identify opportunities to improve outcomes for Aboriginal and Torres Strait Islander potential future clients. 	June 2019	Manager - Data, Analytics & Outcomes
	<ul style="list-style-type: none"> Consult with Aboriginal Housing Victoria (AHVic) and other housing providers in the development of the draft VCV Housing Framework in order to improve access for Aboriginal and Torres Strait Islander peoples to safe, affordable housing of their choice 	October 2019	General Manager Housing
3.2. Investigate Aboriginal and Torres Strait Islander employment	<ul style="list-style-type: none"> Collect baseline data on the number and experience of current Aboriginal and Torres Strait Islander staff and volunteers 	April 2019	Human Resources Advisor
	<ul style="list-style-type: none"> Explore the number of Aboriginal and Torres Strait Islander specific positions across VCV to identify gaps in service delivery and identify roles which should be filled by Aboriginal and Torres Strait Islander peoples. 	April 2019	Human Resources Advisor
	<ul style="list-style-type: none"> Investigate opportunities for student placements and volunteers for Aboriginal and Torres Strait Islander peoples. 	May 2019	General Manager People, Culture and Communications
	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	September 2019	General Manager People, Culture and Communications
	<ul style="list-style-type: none"> Review position descriptions to ensure they are culturally appropriate and accessible 	June 2019	Human Resources Advisor
	<ul style="list-style-type: none"> Review procedures regarding advertising job vacancies to ensure jobs are advertised in Aboriginal and Torres Strait Islander specific publications/websites and Aboriginal and Torres Strait Islander peoples are specifically encouraged to apply 	June 2019	Human Resources Advisor
	<ul style="list-style-type: none"> Develop proposal for an external cultural advisor to undertake an accessibility and cultural security review of VCV's existing HR Strategies/ Workplans and to identify specific opportunities for Aboriginal and Torres Strait Islander peoples 	June 2019	General Manager People, Culture and Communications
	<ul style="list-style-type: none"> Review HR policies, including leave policies, to ensure policies are culturally appropriate and inclusive. 	May 2019	General Manager People, Culture and Communications
	<ul style="list-style-type: none"> Recruit an Aboriginal and/or Torres Strait volunteer for the Vincent Care Victoria Client Advisory Committee. 	December 2019	Senior Practitioner, Quality and Diversity
	3.3. Investigate Aboriginal and Torres Strait Islander supplier diversity	<ul style="list-style-type: none"> Review VCV procurement policy and procedures to include investigating supply options from Aboriginal and Torres Strait Islander owned businesses when calling for Expressions of Interest. 	April 2019
<ul style="list-style-type: none"> Develop an understanding of the mutual benefits of procurement from Aboriginal and Torres Strait Islander owned businesses. 		June 2019	Finance Manager
<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 		October 2019	Finance Manager

10. Governance and tracking progress

Action	Deliverable	Timeline	Responsibility
5.1. Build support for the RAP	<ul style="list-style-type: none"> Define resource needs and budget requirements for RAP development and implementation. 	April 2019	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Define system and capability needs to track, measure and report on RAP activities. 	August 2019	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Update RAP development and implementation progress as standing item on Executive and Quality Committee Meetings. 	September 2019	General Manager Service, Quality and Innovation
	<ul style="list-style-type: none"> Include RAP progress item in Board of Directors reports 	September 2019	Chief Executive Officer
	<ul style="list-style-type: none"> Consider re-engaging Aboriginal and Torres Strait Islander advisors who supported the development of the Reflect RAP to review and evaluate outcomes from Reflect RAP implementation 	March 2020	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Complete the annual RAP Impact Measurement Questionnaire and submit to Reconciliation Australia 	30 September 2019	RAP Steering Committee Chair
5.2. Review and Refresh RAP	<ul style="list-style-type: none"> Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements. 	February 2020	RAP Steering Committee Chair
	<ul style="list-style-type: none"> Submit draft of new RAP to Reconciliation Australia for review and formal endorsement 	April 2020	RAP Steering Committee Chair





VincentCare
Engage. Enable. Empower.



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VincentCare is committed to the principles of social justice and aims to ensure that every individual is treated with dignity and respect regardless of their ability, cultural background, ethnicity, gender identity, sexual orientation or religion.

