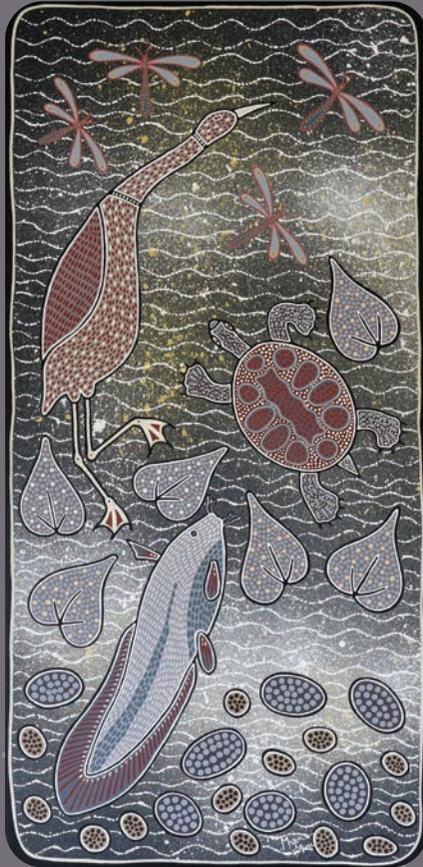


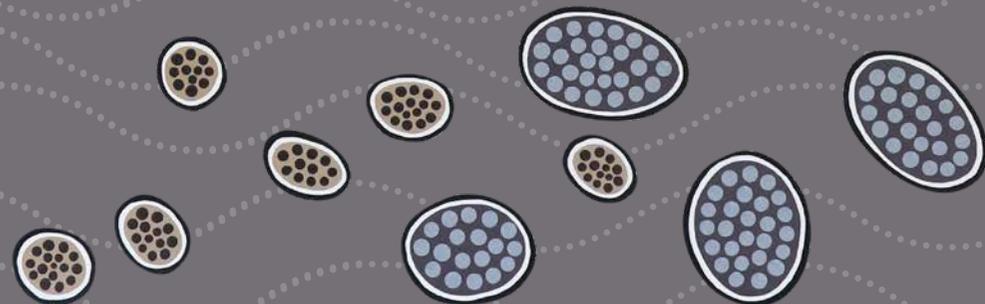


Reflect  
*Reconciliation*  
Action Plan

**FEBRUARY 2023 - AUGUST 2024**



*The painting featured on the front cover is by First Nations Artist Mudjile Mime. Mudjile was a client of Ozcare's who was encouraged to rediscover his artistic talent while in our services. Ozcare commissioned a number of pieces from Mudjile and has them proudly displayed at corporate office.*



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***Reflect Reconciliation Action Plan:  
FEBRUARY 2023 – AUGUST 2024***





# *Acknowledgement* **of Australia's Traditional Custodians**

Ozcare acknowledges the Traditional Custodians of the lands where we conduct our business.

We pay our respects to ancestors and Elders past, present and emerging. Ozcare is committed to honouring Aboriginal and Torres Strait Islander peoples unique cultural and spiritual connection to the land, waters and seas.

*The art piece above is titled "Come Together" and was commissioned by our parent company, St Vincent de Paul Society Queensland, to demonstrate inclusiveness and a 'coming together' on the reconciliation journey. This is proudly displayed at all Ozcare locations.*

# A Message

## From the Chairman and the CEO

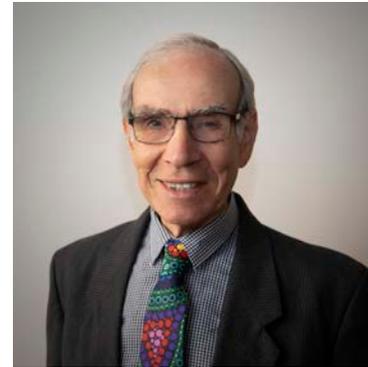
We are pleased to present Ozcare's first Reconciliation Action Plan (RAP) 2023-2024.

For more than 25 years, Ozcare has been caring for our Queensland community with a comprehensive range of aged care, community and health services.

As a special work of St Vincent de Paul Society Queensland, Ozcare is proud to serve people from all walks of life. We are dedicated to ensuring that everyone has access to compassionate, professional and personalised care, no matter where they live or what their background or experiences are.

Ozcare is inspired to contribute to a more reconciled nation through the positive impact we can make as a leading not-for-profit organisation.

Ozcare is fortunate to have an established partnership with the Institute for Urban Indigenous Health and we are committed to creating a meaningful Reconciliation Action Plan to ensure we work closer with Aboriginal and Torres Strait Islander communities.



**John Forrest**  
*Chairman*



**Tony Godfrey**  
*Chief Executive Officer*

In our Strategic Vision for 2022 – 2026, Ozcare has committed to “Develop and implement a Reconciliation Action Plan to achieve a structured approach that advances reconciliation with our First Nation Peoples.”

We look forward to championing this RAP throughout our organisation and further embedding reconciliation into the culture of Ozcare.



“In my life I want to  
become better and do  
a little good.”

**Blessed Frederic Ozanam**

*Founder Society of St Vincent de Paul  
& Ozcare's Namesake*

## **Our Commitment**

### **To Reconciliation**

Ozcare is inspired by the call of Blessed Frederic Ozanam and committed to taking meaningful action to advance reconciliation. Our foundations are built on our core values of integrity, respect, empathy and compassion. We cannot stand by these values if we don't play our part in the reconciliation process.

*Every person from every background should be treated as an equal.*

*Everyone deserves the same access to high quality care and support services.*

With over 25 years' experience caring for our Queensland community, Ozcare is driven by our mission to support people to live their best lives. Importantly, we commit to ensuring Aboriginal and Torres Strait Islander peoples are an active part of our Ozcare community, whether that's as clients, employees or partners in the local regions in which we operate.

The first step of our journey towards reconciliation has been the formation of a RAP Working Group (RWG) to drive the governance of Ozcare's Reconciliation Action Plan and ensure that it becomes part of the culture at Ozcare. We are pleased to have key members of our Leadership Team across Operations, Human Resources and Communications on our RWG and staff from service level across the state.

Ozcare is committed to expanding and strengthening our relationships with Aboriginal and Torres Strait Islander stakeholders, developing our vision for reconciliation and exploring how we can best contribute to the reconciliation of the nation as a leading service provider.

# About Us

## Guiding Principles

Ozcare was established as a special work of St Vincent de Paul Society Queensland. The Society, as a lay Catholic organisation, aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

### Mission

Inspired by the Vincentian spirit, Ozcare commits to supporting our clients to live their best lives through the provision of compassionate, professional and personalised, aged care, community and health services.

### Values

Our values form the basis of our culture and guide everything we do. We are committed to embedding these values.

#### Integrity

The courage to do what is right for our clients, colleagues and our organisation.



#### Respect

Serving all regardless of belief, ethnic or social background, health and gender.



#### Empathy

Enhancing the lives of our clients through the delivery of personalised care and support.



#### Compassion

Welcoming and serving all with care and understanding, and without judgement.



### Caring for our Community

“A trusted aged care, community and health provider with over 25 years’ experience.”

Over a quarter of a century ago, on 1 July 1996, Ozcare was established by St Vincent de Paul Society Queensland to care for our community.

More than 25 years on, we are incredibly proud of our commitment to support our clients to live their best lives with a comprehensive range of residential aged care, home care, retirement living, hospital, disability care, respite care, nursing, allied health and dementia advisory and support services.

Our caring workforce of over 3,800 staff and 250 volunteers proudly service thousands of clients every day from 44 locations across Queensland.

# Our Services



## Aged Care Facilities

Over 1,700 Queenslanders are proud to call Ozcare home.

- 16 Aged Care Facilities
- 24 Hour Permanent, Respite & Secure Dementia Care
- Registered Nurses Always on Duty
- Family Atmosphere
- Nutritious Meals & Full Social Calendar

## Community Care

We care for nearly 11,000 Queenslanders in the community.

- 15 Community Care Branches
- Wide Range of In-Home Services
- Specialist Dementia Support Available
- Registered NDIS Provider
- 5 Day Respite Centres

*Reconciliation*



## Retirement Villages

Nearly 280 Queenslanders have chosen to retire with Ozcare.

- 5 Retirement Villages
- 1 Retirement Village Under Construction
- Flexible Entry Prices
- State-of-the-art Facilities
- VIP Access to Ozcare Services



## Hospital

Assisted over 3,350 patients with compassionate & holistic care at Canossa Private Hospital.

- Surgical Services
- Oncology
- Rehabilitation Services
- Palliative Care
- General Medicine

Reflect  
*Reconciliation* Action Plan  
February 2023 - August 2024



## Our Business

Ozcare is a special work of the St Vincent de Paul Society Queensland and a leading not-for-profit provider of health and human services. We've been proudly caring for the Queensland community for more than 25 years.

Providing community and residential aged care services, hospital care, NDIS services and retirement living, we employ over 3,800 caring professionals and a network of ~ 250 volunteers.

We employ approximately 40 Aboriginal and/or Torres Strait Islander staff and are hoping to grow this number in the coming years.

Whilst our various facilities and offices are spread across 44 locations throughout Queensland, our Customer Service Centre provides support nationally via 1800 Ozcare (1800 692 273).

Ozcare currently has 16 Aged Care facilities at the following locations: Burleigh Heads, Clontarf, Currimundi, Hervey Bay, Trebonne (Ingham), Labrador (x 2), Mackay, Malanda, New Farm, Noosa Heads, Oxley, Port Douglas, Southport, Toowoomba, Townsville.

We have five Retirement Villages located at Currimundi, Hervey Bay, Kedron, Oxley and Southport, and a sixth village scheduled to open in Newstead in 2023.

Ozcare's Day Respite Centres are located at five locations including Ashmore, Burleigh Heads, Clontarf, Runaway Bay and Townsville. Our 15 Community Care offices are located at Bundaberg, Cairns, Chermside, Currimundi, Emerald, Hervey Bay, Ipswich, Mackay, North Lakes, Rockhampton, Robina, Shailer Park, Toowoomba, Townsville and Warwick.

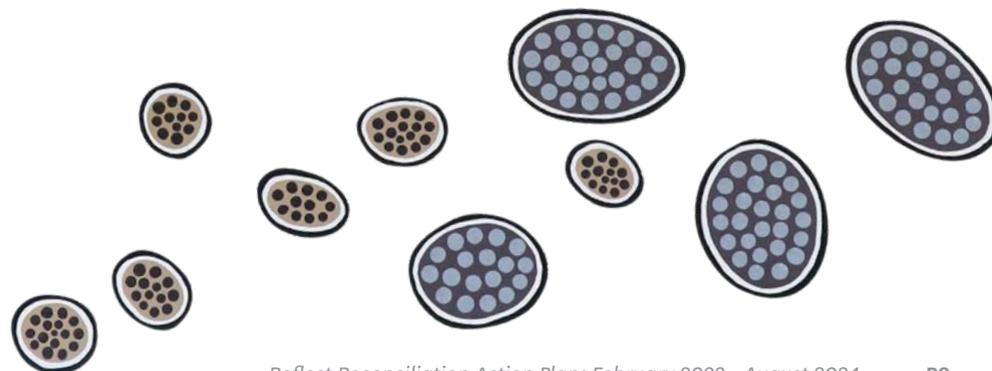
The Canossa Private Hospital, proudly owned and operated by Ozcare, is located at Oxley in Brisbane's Western Suburbs and last but not least, our corporate head office is located at Kangaroo Point, just 4 kms from the Brisbane CBD.

## Our RAP

Ozcare recognises the importance of, and need for, reconciliation. Whilst we do have some deliberate partnerships in place, we are keen to build on this and grow our engagement. This includes growing our staff knowledge of the significance and value of reconciliation and fostering greater understanding of our RAP across the organisation and its various networks.

To support us on this journey, we have appointed a RAP Project Manager who has the support of the Leadership team and the Board.

Developing a RAP is part of Ozcare's Strategic Plan 2022 – 2026 and this Reflect RAP is the first step in our reconciliation journey.



## Our Partnerships/Current Activities

- **Community partnerships**

Ozcare brokers Commonwealth Home Support Program (CHSP) hours/ dollars (from the Commonwealth Ozcare agreement) to the Institute for Urban Indigenous Health (IUIH). This arrangement allows IUIH to use Ozcare funding to deliver services to IUIH clients directly. The services delivered by IUIH are from the Care Relationships and Carer Support sub-program delivered under the service type Centre-Based Respite.

Annually a total of 3658 hours are delivered across two aged care planning regions- Brisbane North and Brisbane South. The current service agreement is due to expire 30 June 2023 but is expected to be renewed. The value of this arrangement is \$100,000 annually.

Ozcare and IUIH have been working together since October 2018 brokering centre-based respite and nursing services.

.....  
Treasured Spirit –  
visualisation by  
Elisa Carmichael





- **Internal activities/initiatives**

Ozcare has a two-stage multi-use development under construction in the sought-after inner-city Brisbane suburb of Newstead. As a condition of Ozcare's development approval, Ozcare is required to integrate public art in the Ozcare Park – a privately owned public space at Ozcare Newstead. Presented with three design concepts from leading Australian artists, Ozcare has selected public art by *Quandamooka woman Elisa Jane Carmichael* who honours her salt-water heritage by incorporating materials collected from Country, embracing traditional techniques, and expressing contemporary adaptations through painting, weaving, and textiles. Quandamooka Country comprises the waters and lands of and around Moreton Bay, south-east Queensland, Australia. Ozcare Newstead proudly sits on land within the Moreton Bay Region.

*Elisa Carmichael's* concept is a woven basket arching over a path holding spirit and stories. The basket connects people and place as it loops from side to side with woven rope lines, textures of paperbark and cut-outs representing melaleuca leaves. Woven baskets hold history and memories of time. The site on which Ozcare Newstead is being built was once filled with melaleuca trees. Melaleuca trees were important plants for First Nations peoples across Australia. They have medicinal uses and the paperbark supported daily life and ways of being through living, rituals and ceremonies. Woven leaves can be gazed up at from down below when walking through the archway. When you look up to these leaves the sky is behind them. The same sky which the Traditional Owners looked to under these trees for thousands of years. Ozcare is privileged to acknowledge the Traditional Custodians of the land on which we are building with the significance of *Elisa Carmichael's* art.

# Come Together



Our parent company, the Society of St Vincent de Paul Queensland, commissioned an art piece to demonstrate inclusiveness and a 'coming together' on the reconciliation journey.

The idea was to have an overall generic approach of acknowledging Aboriginal and Torres Strait Islander peoples and felt that doing it this way honoured all mobs on whatever or wherever lands they currently are upon.

The art piece is titled; 'Come Together'.

This painting titled Come Together represents a journey. The footprints represent the journey of past, present and future steps towards reconciliation. Next to the footprints you have the ocean, which acknowledges our unity and journey alongside Aboriginal and Torres Strait Islander peoples. Bordering this is the communities throughout the states of Australia connected by lines and dots representing the strong relationships built on acknowledging the First Peoples of this land.

Ozcare will display this image at all locations with an Acknowledgement of Country.

Further, Ozcare has developed a new Welcome to Country and Acknowledgement of Country policy - PBD 024 to sit within our Business Rules which guide our organisational processes.

# RECONCILIATION

*Recognition. Respect.*



Smoking ceremony at  
the opening of Ozcare  
Elizabeth Villa aged  
care facility in Mackay

## Reflect Reconciliation Action Plan February 2023 – August 2024

Relationships			
Action	Deliverable	Timeline	Responsibility
1. 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.	JUL 2023	Responsible Business Operations Manager
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	JUL 2023	RAP Project Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	• Circulate Reconciliation Australia’s NRW resources and reconciliation materials to our staff.	MAY 2023/24	Group Manager Brand & Communications
	• RAP Working Group members to participate in an external NRW event.	MAY - JUN, 2023/24	Group Manager Brand & Communications
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	MAY - JUN, 2023/24	Group Manager Brand & Communications
3. Promote reconciliation through our sphere of influence.	• Communicate our commitment to reconciliation to all staff.	FEB 2023	Group Manager Brand & Communications
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	JUN 2023	RAP Project Manager
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	JUN 2023	RAP Project Manager
4. Promote positive race relations through anti-discrimination strategies.	• Research best practice and policies in areas of race relations and anti-discrimination.	NOV 2023	Group Manager People
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	NOV 2023	Group Manager People

Respect			
Action	Deliverable	Timeline	Responsibility
5. 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.	OCT 2023	Group Manager People
	• Conduct a review of cultural learning needs within our organisation.	OCT 2023	Group Manager People
6. 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.	AUG 2023	RAP Project Manager
	• Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	AUG 2023	Group Manager Brand & Communications
7. 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.	JUN - JUL 2023/24	Group Manager Brand & Communications
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	JUN - JUL 2023/24	Group Manager Brand & Communications
	• RAP Working Group to participate in an external NAIDOC Week event.	JUN - JUL 2023/24	Group Manager Brand & Communications

## Opportunities

Action	Deliverable	Timeline	Responsibility
8. 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.	DEC 2023	Group Manager People
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	DEC 2023	Group Manager People
9. Increase Aboriginal Supplier diversity to support improved economic and social outcomes.	• Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	JUN 2023	Procurement Manager
	• Investigate Supply Nation membership.	JUN 2023	Procurement Manager

## Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	• Form a RWG to govern RAP implementation.	MAR 2023	Group Manager People
	• Draft a Terms of Reference for the RWG.	MAR 2023	RAP Project Manager
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	MAR 2023	Group Manager People
11. Provide appropriate support for effective implementation of RAP commitments.	• Define resource needs for RAP implementation.	FEB 2023	Group Manager People
	• Engage senior leaders in the delivery of RAP commitments.	APR 2023	Group Manager People
	• Appoint a senior leader to champion our RAP internally.	APR 2023	Group Manager People
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	APR 2023	RAP Project Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	JUN ANNUALLY	RAP Project Manager
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	1 AUG ANNUALLY	RAP Project Manager
	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 SEPT ANNUALLY	RAP Project Manager
13. Continue our reconciliation journey by developing our next RAP.	• Register via Reconciliation Australia’s website to begin developing our next RAP.	APR 2024	RAP Project Manager

# Reconciliation

OZC.308 FEB 2023

For more information please contact:

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RAP Project Manager

Ozcare

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The Ozcare logo features the word "Ozcare" in a teal, sans-serif font. Below the text is a stylized orange and yellow swoosh that underlines the letters.The tagline "Caring for our Community" is written in a white, sans-serif font and is centered within an orange circular background.