



REFLECT

Reconciliation Action Plan
January 2024 – June 2025



ABOUT THE ART

‘COMMUNITY, CARE & CONNECTION’

© Artwork by Wendy Rix; Commission artwork for Southern Cross Care Queensland



© Artwork by Wendy Rix

“The organisation is represented by the meeting place by the coast it is the large circle at the bottom right corner. The cross is in the centre with all the other services spread throughout the region. They are all connected by long journey lines – physical journey, as well as spiritual, of individuals, staff, clients & community.

U shapes represent people. The hands represent care. The cracked mud effect is my representation of my country, hot & dry. It is also everyone’s connection to our land.”

ABOUT THE ARTIST

Wendy Rix is a contemporary Aboriginal and Torres Strait Islander artist. Her family are from Goodooga NSW, and she is a Yuwaalaraay woman, born in Dirranbandi. Wendy has works displayed overseas and around Australia.

ACKNOWLEDGEMENT OF COUNTRY

We acknowledge and pay respect to the traditional custodians of the land on which we live and work, , and pay our respects to Elders past and present. We acknowledge their care of the land, waterways and sea and their continual cultural connection to Country as expressed through their history, music, language, songs, art and dancing.

We commit ourselves to actively work alongside First Nations people for reconciliation and justice.

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ABOUT US

Southern Cross Care Qld (SCCQ) is a not-for-profit organisation established by the Knights of the Southern Cross. The Knights of the Southern Cross is an Australia-wide organisation of Catholic laymen who, inspired by Christian faith and charity worked to be a helping hand and branched into a variety of activities for over 100 years.

Over 40 years ago, the Knights in Queensland saw a need in the community to provide compassionate care and inclusive service to the most vulnerable in our community, the ageing population. Originally named Queensland Southern Cross Homes for the Aged, then renamed to Southern Cross Care in 2001, the first resident moved into their new home at Holland park in 1979. Since opening our first hostel in 1979 there has been a great deal of change in the delivery of care services to the community.

SCCQ has grown to employ over 1,200 staff who provide services for more than 2,250 people. Currently SCCQ employs 28 staff who have identified as Aboriginal and/or Torres Strait Islander people across all our services.

SCCQ's network now includes:

- Thirteen residential aged care homes located in Allora, Caloundra, Chinchilla, Drewvale, Edens Landing, Holland Park, Miles, Murgon, Nanango, Raceview, Taroom, and Tara.
- Five retirement villages located at Caloundra, Stretton Gardens, Edens Landing, Holland Park, and Noosaville.
- Home care services across South East Queensland located at Ashmore, Caloundra, Edens Landing, Jandowae, Meandarra, Raceview, & Tara.

Caring for people is the heart and soul of what SCCQ does.



The Reconciliation Choir singing at SCCQ Tarcoola Lights Up Event, Tara.

OUR VISION

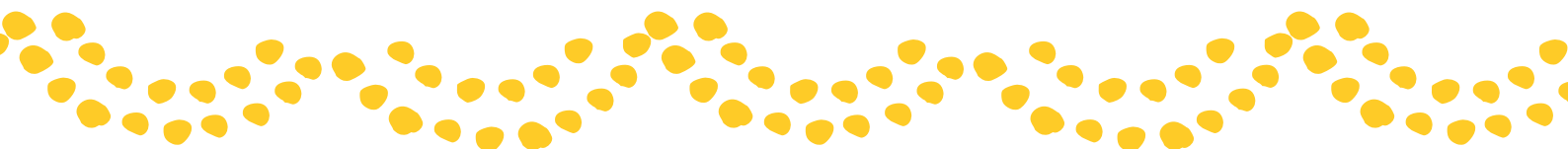
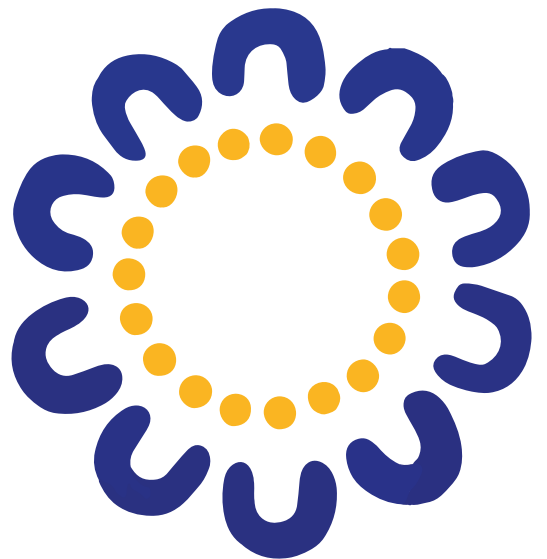
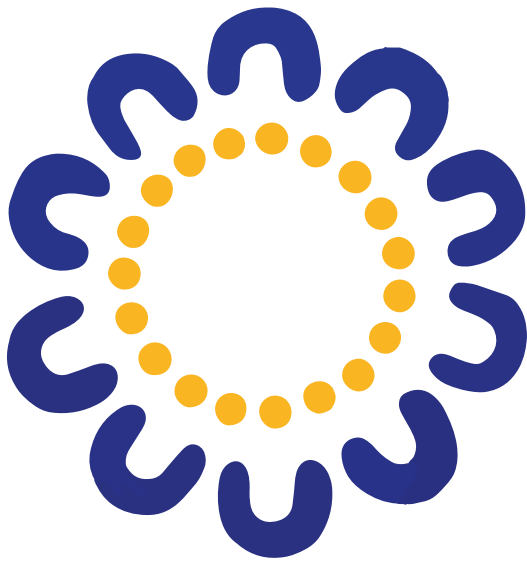
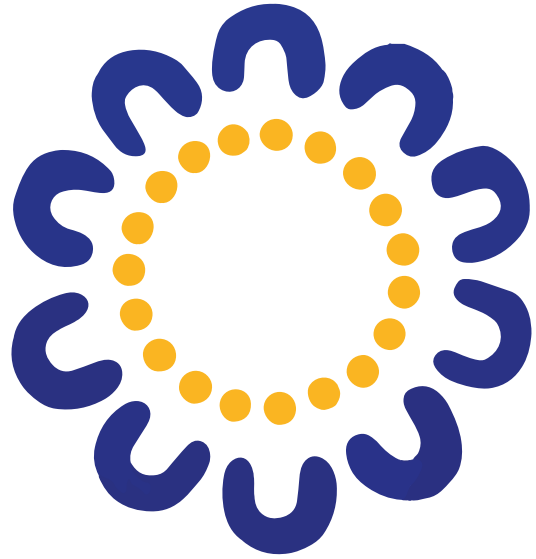
To grow communities where best lives are lived.

OUR MISSION

Inspired by Catholic moral and social teachings which value and respect human life and the dignity of the individual, we will provide a quality of care and accommodation to meet the needs of all who place their trust in us.

OUR VALUES

- Service
- Courage
- Compassion



MESSAGE FROM THE CHAIR OF SCCQ



Australia and Australians have a great gift not bestowed on any other country, a heritage of indigenous guardianship dating back 65 thousand years that is at one with our country and environment. The challenge for all Australians is to have the ability to recognise this gift and accept it.

Pope John Paul 2 in his 1987 Encyclical Letter *Sollicitudo Reu Socialis* said:

“full respect for the human person.....must also be concerned for the world around us and take into account the nature of each being and of its mutual connection in an ordered system”

Australia’s First Nations people understood this connection and lived it as part of their being.

A key part of the heritage of Southern Cross Care Queensland is to “Value and Respect Human Life”. This respect does not occur on an individual transactional basis, but by truly being part of a wider community and environment “where best lives are lived”. First Nations people are critical and integral to that environment.

Since European settlers first arrived in Australia, while not always premeditated and sometimes done with what people perceived as the best intent, there has been a systematic decimation of the culture and lore that kept people in harmony with this land. What has happened cannot be changed but it must be recognised.

We all, as individuals and organisations have a choice to make in relation to how we reconcile with our First Nations people. Agreeing, acting in accordance with and embedding the desire to achieve the outcomes identified in a Reconciliation Action Plan provides organisations with an opportunity to progress in harmony. This opportunity not only makes SCCQ stronger, but it also allows our country to be better.

I humbly support the opportunity to start progressing on a pathway to learn from and engage with Australia’s First Nations people in the environments where we operate and actively support the development of a SCCQ Reconciliation Action Plan.

A handwritten signature in black ink, appearing to read 'Francis Price'.

Francis Price
Chair

MESSAGE FROM THE CEO SCCQ



The development of our first Reconciliation Action Plan is an important step forward for Southern Cross Care Queensland to continue our recognition of Traditional Custodianship by First Nation Peoples and demonstrate our commitment to reconciliation.

At SCCQ we have an ongoing commitment to engaging with First Nations people in line with our Catholic ethos, which is to value and respect all human life. We believe in the sanctity of human life and take a holistic approach to care that is considerate to a person's physical, emotional, psychological, social and spiritual needs. Every person matters.

Our aged care services span 26 locations across metropolitan and rural and remote Queensland. We own and operate 13 aged care homes, 8 are located in rural and remote Queensland; 5 retirement villages, 4 are co-located with our aged care services; social housing, NDIS and home care services which support 2,250 people and over 1,200 staff.

Our goal is to work across all of our communities in which we serve towards reducing the gap of inequality experienced by Aboriginal and Torres Strait Islander people. This plan marks the commencement of a journey we are wholeheartedly committed to. We are excited to commence our journey and we hold sacred the value and enormous value of the work that is to take place.

Yours in service,

A handwritten signature in black ink that reads "Jason Eldering". The signature is fluid and cursive.

Jason Eldering
Chief Executive Officer

STATEMENT FROM CEO OF RECONCILIATION AUSTRALIA



Reconciliation Australia welcomes Southern Cross Care Queensland to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Southern Cross Care Queensland joins a network of more than 2,500 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 Southern Cross Care Queensland 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 Southern Cross Care Queensland, 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

OUR BUSINESS

Southern Cross Care Queensland caters to our ageing population throughout South East Queensland through three main types of services:

1. Home Care services
2. Retirement Living Communities
3. Residential Aged Care Communities

HOME CARE

Home Care services assist older people to stay healthy and happy and keep living at home independently with personalised support.

Home Care can include:

- Providing help around the house with daily tasks like meals or cleaning, or personal care like showering or getting dressed, and even provide modifications such as shower rails and easy access taps.
- Care for mind, body & spirit to help manage chronic disease and medications, or help to support health and wellbeing including care plans and lifestyle management as well as emotional and spiritual care.
- Support to get out and about by providing transport for shopping, social activities medical appointments, etc, as well as connect older people with their social groups and continue with their hobbies.





RETIREMENT LIVING

Our **Retirement Communities** offer a low-maintenance, independent lifestyle with the connection and security that comes with being part of a community of like-minded people. Most of our retirement communities are also co-located with a Southern Cross Care Queensland aged care home on-site for peace of mind.

Each of our retirement communities:

- Are genuine communities, where each person can make new lifelong friendships and be involved in organised trips, social gatherings, various activity groups and community events.
- Provide low maintenance living, providing shared function spaces, pool, spa, outdoor BBQ area and landscaped gardens.
- Offer support when one needs it, providing each person with peace of mind, knowing help is available so that they can get back to the things they love.



RESIDENTIAL AGED CARE

Southern Cross Care Queensland also provides high quality professional and compassionate **Residential Aged Care**, with staff who treat each resident like family.

The care each resident receives reflects our commitment to honouring each unique individual. We focus on each person's individual needs and provide many social activities and connection with community, with allied health services and support on hand, in a safe and caring environment. Our highly professional staff provide specialised care for chronic disease management, dementia, palliative and end of life care.

OUR RECONCILIATION ACTION PLAN

Southern Cross Care Queensland has an ongoing commitment to engaging with First Nations peoples in line with our Catholic ethos. Southern Cross Care Queensland believes that every person matters. Because of this belief we respect the lives and honour the unique stories of every older person we serve, including their families and our staff. It is what guides everything we do.

Our vision is to grow communities where best lives are lived. This permeates how we care and relate to every person, upholding their dignity as we value and respect all human life. This can only be done when we are able to respectfully listen and learn from each other. We acknowledge that we want to ensure that all people have access to good quality age care services. According to NATSIAACC, "On average 26% of eligible non-Indigenous people receive aged care, but only 16% of eligible Aboriginal and Torres Strait Islander peoples receive aged care." It is important to research and identify the needs of Aboriginal and Torres Strait Islander peoples in our service areas. We know that Aboriginal and Torres Strait Islander peoples will be a major contributor to help us identify barriers impeding them accessing aged care services. We need to journey together to establish strong partnerships in order to build vibrant and healthy communities.

Our commitment, therefore, is to pursue reconciliation and equality between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians to identify any barriers that may hinder access to aged care services that SCCQ provides.

We need to ensure that we respectfully listen and learn from each other and work together to reduce the barriers identified so that we can grow healthy vibrant communities that are relevant and meaningful to the people living in these communities.

The Head of Mission and Pastoral Services is the Reconciliation Action Plan (RAP) Champion who will continue to promote the awareness of and oversee the progress of the RAP. A RAP working group will be formed by the end of the first quarter of the plan in line with a draft term of reference for the group. The RAP working group will collaborate closely with leaders of various departments of Southern Cross Care QLD to work toward achieving the set goals. We will be regularly monitoring the progress of our RAP plan and be reporting quarterly to the Executive Leadership Team of what has been achieved and what challenges and barriers have been encountered.

Our hope is to connect with various local Aboriginal and Torres Strait Islander peoples in the areas we serve;

- to listen to their story and to learn from them.
- to seek out how we can journey together to build communities where all people are valued, heard and respected so that lives are best lived.

We also hope to further develop our partnerships with our existing First Nation Peoples' relationships.

Our partnerships/current activities:

- Southern Cross Care QLD is beginning the formal process of developing our Reflect Reconciliation Action Plan as part of our commitment to Aboriginal and Torres Strait Islander peoples. Our journey so far includes that we do an Acknowledgement of Country at the beginning of our meetings. We have connected with Wendy Rix and have commissioned her to design a piece of art work for Southern Cross Care Queensland. Wendy is a contemporary Aboriginal and Torres Strait Islander artist. Her family are from Goodooga NSW. A Yuwaalaraay woman, born in Dirranbandi. She has works displayed overseas and around Australia.
- We have promoted NAIDOC Week in 2023 and launched Wendy's art work with the intent to have it displayed across our residential aged care homes. We will seek ways to continue to promote Wendy's artwork.
- We are working in collaboration with Goondir Health, whose vision is to improve health and well-being of Aboriginal and Torres Strait Islander people to a standard at least equal to that of the wider Australian community by providing holistic health care and medical services that meet best standards. We will collaborate with Goondir to improve access to integrated allied health, community and wellness services for Aboriginal and Torres Strait Islander communities in South East and South West Queensland. This will be done in stage two of our Master Plan redevelopment at Chinchilla where we will accommodate and support Goondir Health Services.
- We are working with and supporting an aged care provider *selectability* who are providing residential aged care services to the Gulf Communities of Mornington Island, and Doomadgee, which are homes specifically for First Nations peoples on these lands, and to the aged care home in Normanton, which accommodates First Nations peoples.



RELATIONSHIPS

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence. 	April 2024	Head of Partnership & Community Engagement
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	May 2024	Head of Partnership & Community Engagement
2. Build relationships through celebrating National Reconciliation Week (NRW)	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. 	May 2024	Head of Communication & Marketing
	<ul style="list-style-type: none"> RAP Working Group members to participate in an external NRW event 	27 May - 3 June 2024	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. 	27 May - 3 June 2024	Head of Mission & Pastoral Services

3. Promote reconciliation through our sphere of influence	<ul style="list-style-type: none"> • Communicate our commitment to reconciliation, to all staff. 	February 2024	Head of Communication & Marketing
	<ul style="list-style-type: none"> • Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	May 2024	Head of Partnership & Community Engagement
	<ul style="list-style-type: none"> • Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	April 2024	Head of Partnership & Community Engagement
4. 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. 	May 2024	Head of People & Culture
	<ul style="list-style-type: none"> • Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	May 2024	Head of People & Culture



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	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. 	June 2024	Chief of People & Mission
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	June 2024	Head of People & Culture
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area. 	April 2024	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	April 2024	Head of Mission & Pastoral Services
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	June 2024	Head of Communication & Marketing
	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	June 2024	Head of Communication & Marketing
	<ul style="list-style-type: none"> RAP Working Group to participate in an external NAIDOC Week event. 	First week in July 2024	Head of Mission & Pastoral Services



OPPORTUNITIES

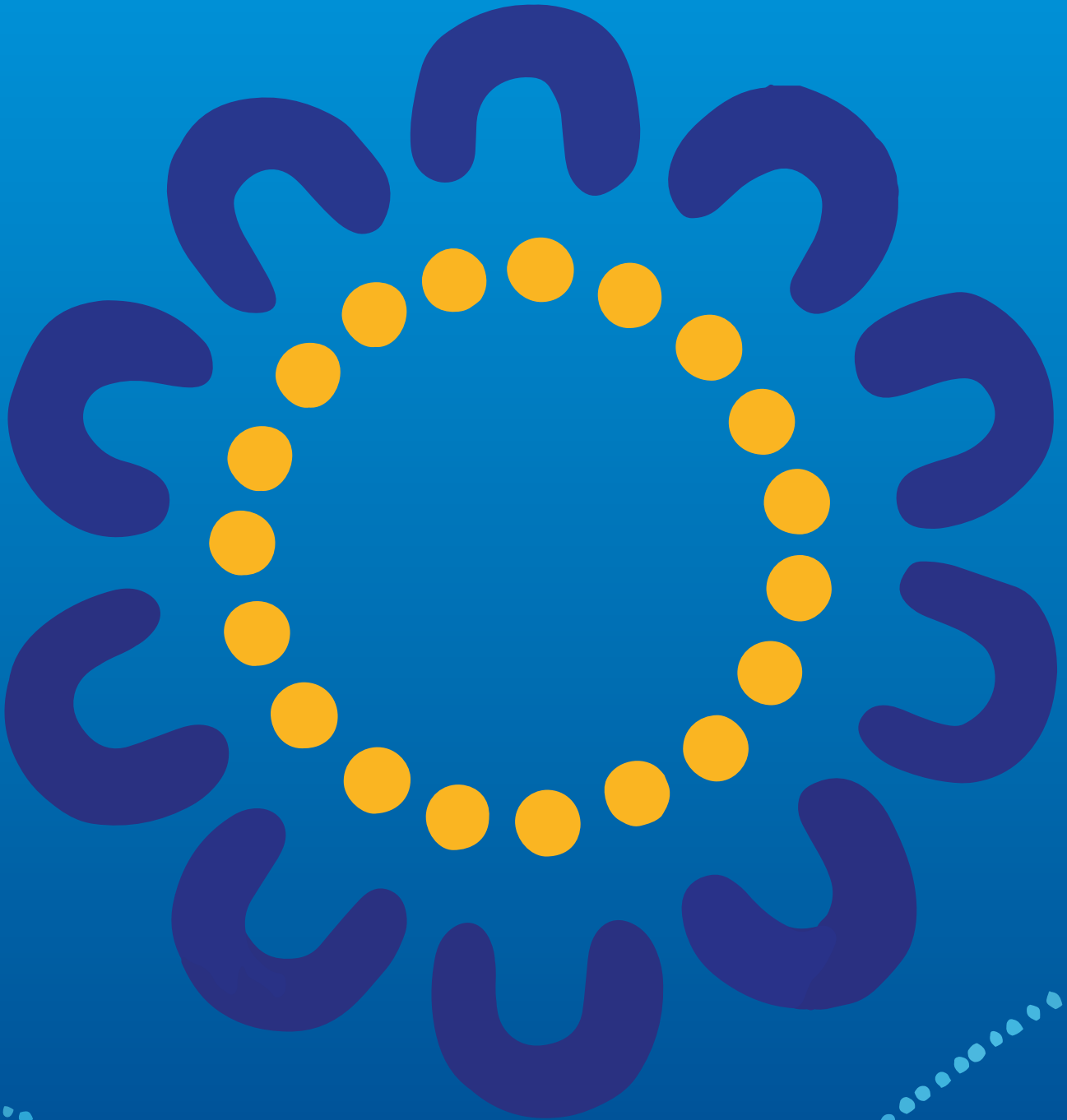
ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development	<ul style="list-style-type: none">• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	August 2024	Head of People & Culture
	<ul style="list-style-type: none">• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	May 2024	Head of People & Culture
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes	<ul style="list-style-type: none">• Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	August 2024	Chief Financial Officer
	<ul style="list-style-type: none">• Investigate Supply Nation membership.	August 2024	Chief Financial Officer



GOVERNANCE

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP	<ul style="list-style-type: none"> Form a RWG to govern RAP implementation. 	March 2024	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	March 2024	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	March 2024	Head of Mission & Pastoral Services
11. Provide appropriate support for effective implementation of RAP commitments	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	April 2024	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	January 2024	Chief of People & Mission
	<ul style="list-style-type: none"> Appoint a senior leader to champion our RAP internally. 	January 2024	Chief of People & Mission
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	March 2024	Head of Mission & Pastoral Services

12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally	<ul style="list-style-type: none"> • 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. 	June, annually	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> • Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey. 	1 August, annually	Head of Mission & Pastoral Services
	<ul style="list-style-type: none"> • Complete and submit the annual RAP Impact Survey to Reconciliation Australia. 	30 September, annually	Head of Mission & Pastoral Services
13. Continue our reconciliation journey by developing our next RAP	<ul style="list-style-type: none"> • Register via Reconciliation Australia’s website to begin developing our next RAP 	February 2025	Head of Mission & Pastoral Services



SCCQ 986 09.01.24

Connect Details

Name: John Manouk

Position: Head of Mission &
Pastoral Services

 1800 899 300 (07) 3340 3270

 john.manouk@sccqld.com.au

 Southern Cross Care (Qld) Ltd
2078 Logan Road
Upper Mt Gravatt Q, 4122

