

RECONCILIATION ACTION PLAN Reflect

SEPTEMBER 2023 - SEPTEMBER 2024



Garden
VILLAGE



RECONCILIATION
ACTION PLAN
REFLECT

Acknowledgement of Country



For more than 40 years, Garden Village has provided homes, care and support for ageing Australians on the land of the Birpai people.

We pay our respects to all First Nations Ancestors, Elders and People in our community and throughout Australia.

We acknowledge the Traditional Custodians of Country, and their continuing connection to land, sea, culture and community.



Message from Reconciliation Australia



Reconciliation Australia welcomes Garden Village Port Macquarie to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Garden Village Port Macquarie 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 organisations 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 Garden Village Port Macquarie 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 Garden Village Port Macquarie, 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



Garden Village is an independent, local, not-for-profit provider of residential aged care, retirement living, home care and disability support services on the Mid North Coast of NSW.

For more than 40 years, Garden Village has provided high-quality, person-centred, compassionate care and support in the Port Macquarie-Hastings community.

Garden Village employs 260 people and is supported by an active volunteering support base of 50 people.

We care for 142 residents across three Residential Aged Care locations ranging from low to high care - Wintergarden, Westerweller and Garden Lodge.

Our three Retirement Living apartment complexes - The Classics, The Cascades and The Banksia - are home to 270 residents.

Garden Village provides a range of services for people in our community including Home Care, Disability Support and Veterans Community Nursing.



Our Vision is an inclusive community where people have equitable access to high quality support and accommodation that meets their unique needs.

Our Purpose is to be a leading provider of compassionate care, support and lifestyle services enabling individuals to live their best life.

Our Measures of Success are quality care and support, an engaged workforce, consumer satisfaction, strategic business growth, compliant services, and community and sector leadership.

Our Values



Our Values set the guardrails for how we operate and respond towards each other and the people in our care. They guide our decision making and shape our culture, and demonstrate what we stand for:



COMPASSION, care, and empathy are the foundation of everything we do. We value diversity and respect the views and choices of all individuals.



COLLABORATION, teamwork, and partnerships with consumers, clients, and the community are essential to achieving the best outcomes for those we support.



ENABLEMENT is about doing 'with' instead of doing 'for.' We empower individuals to make informed choices and take control of their lifestyle, health, and wellbeing.



INTEGRITY shapes our culture, guiding us to do our greatest good. We prioritise being helpful, reliable, honest, and transparent in all of our actions.



FORWARD LOOKING means aiming for excellence, embracing change, and being sector leaders. We value learning from all experiences and encourage a culture of continuous improvement.



Our Reconciliation Action Plan



In embarking on this journey of reconciliation, Garden Village aims to improve outcomes for Aboriginal and Torres Strait Islander people we care for as clients and consumers, those we employ or engage as volunteers, providers and partners, as well as in our broader community.

We understand that a proactive approach to reconciliation also brings about benefits for all people, including non-Aboriginal and Torres Strait Islander people.

Garden Village is committed to delivering safe and inclusive services to people with diverse needs. This commitment is reflected in the Aged Care Quality Standards. We acknowledge the importance of consumer dignity and choice, in alignment with Standard 1, and commit to ensuring each consumer is treated with dignity and respect with their identity, culture and diversity valued. This Reconciliation Action Plan (RAP) is an important facet of our commitment to the provision of care and services that are culturally safe.

The development and implementation of our RAP is led by our RAP Champion, CEO Craig Wearne, and supported by our Board and Senior Managers, ensuring that commitments are embedded in Garden Village's strategic direction and operational actions.

As our organisation evolves and we increase our focus on the provision of Community Services, such as Home Care and Disability Supports, we recognise the need to do so in a culturally safe and inclusive way as we expand our reach across the land of the Birpai and Dunghutti peoples.



Our Reconciliation Action Plan



As an organisation, Garden Village recognises that we are at the beginning our reconciliation journey. We are pleased to be taking our first, important and foundational steps towards reconciliation with this Reflect RAP.

We acknowledge the meaningful actions of our staff, volunteers, residents, clients and community partners towards reconciliation and we aim to reflect, formalise and build on these in our RAP.

Our commitment to reconciliation is demonstrated through our alignment with Reconciliation Australia's five critical dimensions:

Race Relations - we commit to inspire and enable our staff to participate in our journey towards reconciliation and to better understand the histories and cultures of Aboriginal and Torres Strait Islander peoples

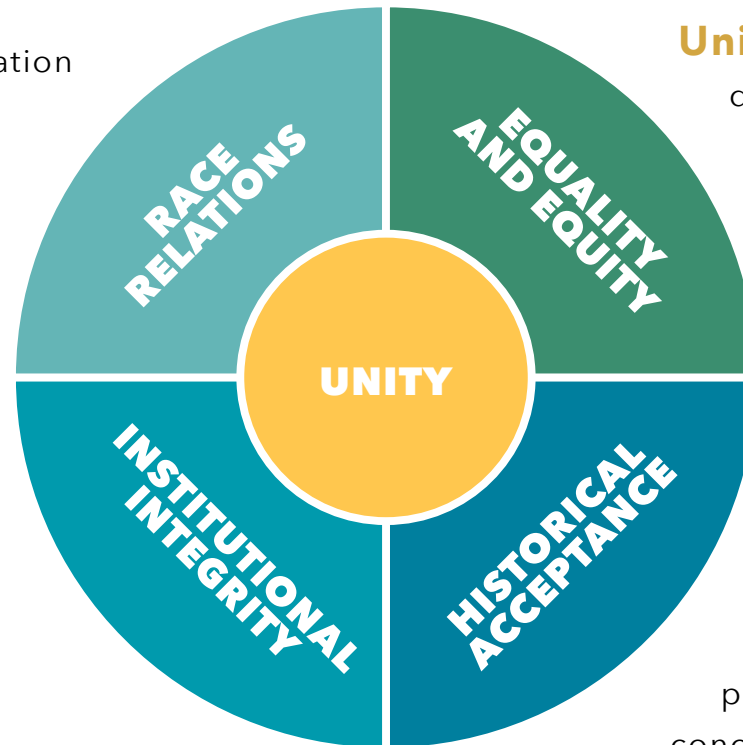
Equality and Equity - we aim to partner with Aboriginal and Torres Strait Islander peoples and communities in our work

Institutional Integrity - our work practices will reflect our commitment to reconciliation through action

Unity - we embrace and celebrate diversity and work towards improved relationships through shared understanding

Historical Acceptance - we seek to understand the wrongs of the past and the impact these have today, and to play our part in shaping a better future

This RAP is intended for the period from September 2023 through to September 2024. We will review our progress and commitments prior to the conclusion of the RAP period.



Relationships



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1. Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	September 2023	Communications & Community Engagement Manager
	1.2. Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	January 2024	Communications & Community Engagement Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	2.1. Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Communications & Community Engagement Manager
	2.2. RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2024	RAPWG Chair
	2.3. 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	CEO
3. Promote reconciliation through our sphere of influence.	3.1. Communicate our commitment to reconciliation to all staff.	September 2023	CEO
	3.2. Identify external stakeholders that our organisation can engage with on our reconciliation journey.	October 2023	Communications & Community Engagement Manager
	3.3. Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2023	RAPWG Chair
4. Promote positive race relations through anti-discrimination strategies.	4.1. Research best practice and policies in areas of race relations and anti-discrimination.	January 2024	HR Manager
	4.2. Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	February 2024	HR Manager



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1. Develop a plan to increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation. To include at a minimum: <ul style="list-style-type: none"> - Install Acknowledgement of Country plaque in Garden Village Administration Building - Display Aboriginal and Torres Strait Islander flags in Garden Village properties - Install visual representation of First Nations cultures through display of visual art in the Administration Building 	October 2023	RAPWG Chair
	5.2. Conduct a review of cultural learning needs and develop a cultural awareness training strategy within our organisation.	March 2024	HR Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1. Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	October 2023	Communications & Community Engagement Manager
	6.2. Increase staff's use of and understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	September 2023	CEO
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1. Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2024	Communications & Community Engagement Manager
	7.2. Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Communications & Community Engagement Manager
	7.3. RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2024	RAPWG Chair

Opportunities



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	8.1. Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	April 2024	HR Manager
	8.2. Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2023	HR Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	9.1. Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	January 2024	CEO
	9.2. Investigate Supply Nation membership.	September 2023	CEO



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	10.1. Form a RWG to govern RAP implementation.	September 2023	CEO
	10.2. Draft a Terms of Reference for the RWG.	September 2023	RAPWG Chair
	10.3. Establish Aboriginal and Torres Strait Islander representation on the RWG.	September 2023	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	11.1. Define resource needs for RAP implementation.	September 2023	RAPWG Chair
	11.2. Engage senior leaders in delivery of RAP commitments.	September 2023 - Ongoing	CEO
	11.3. Define appropriate systems and capability to track, measure and report on RAP commitments.	September 2023	RAP Project Coordinator
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	12.1. Maintain contact with Reconciliation Australia to ensure primary and secondary contact details are up to date, and to request our link to RAP Questionnaire.	June annually	RAP Project Coordinator
	12.2. Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September annually	RAP Project Coordinator
13. Continue our reconciliation journey by developing our next RAP.	13.1. Register via Reconciliation Australia’s website to begin developing our next RAP.	May 2024	RAP Project Coordinator



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