



CatholicCare Canberra & Goulburn

Reconciliation Action Plan

2017-2019





Reconciliation Australia congratulates CatholicCare – Canberra and Goulburn (CCG) on developing its third Reconciliation Action Plan (RAP).

By adopting an Innovate RAP, CCG is demonstrating its readiness to develop and test innovative approaches to reconciliation, and champion reconciliation at every level of the organisation. CCG's commitments in this RAP see it well placed to continue this progress across the key pillars of reconciliation—relationships, respect and opportunities.

CCG understands the importance of building and maintaining meaningful, respectful relationships with Aboriginal and Torres Strait Islander peoples and organisations in order to achieve mutually beneficial outcomes. It displays this commitment through its actionable goal to ensure that its clients have the ability to access services specific to Aboriginal and Torres Strait Islander peoples through supported referrals.

Respect and understanding for Aboriginal and Torres Strait Islander peoples, histories and cultures is key to CCG's core values. It champions these values by committing to investigate opportunities to work collaboratively with Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training for its employees.

CCG is committed to driving reconciliation through developing employment and training opportunities for Aboriginal and Torres Strait Islander peoples. It demonstrates this through its goal to engage with existing employees to advise on employment strategies for Aboriginal and Torres Strait Islander peoples, including professional development.

On behalf of Reconciliation Australia, I commend CCG on this Innovate RAP, and look forward to following its continued reconciliation journey.

A handwritten signature in white ink, appearing to read 'KM', set against a dark teal background.

Karen Mundine

Chief Executive Officer
Reconciliation Australia

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CatholicCare Canberra and Goulburn's Reconciliation Journey

BY MARRAWUY JOURNEYS ARTIST SARAH RICHARDS

This painting was commissioned in August 2017 for use in CatholicCare Canberra & Goulburn's (CCG) Innovate RAP. The brief I received from CCG was that the artwork should be representative of their organisation and their RAP journey therefore I have produced a piece of artwork that represents aspects relating to CCG's organisation, their RAP journey and the ripple effect concept.

When I was researching and planning the piece of artwork for CCG, one statement that stood out for me was "We're the hands and the eyes, we're the hearts and minds; we are there, there for any human." I really wanted to incorporate this message and so I decided to look up the words in Ngyiampaa language. In Ngyiampaa language, hands is Mara, eyes is Mil, heart is Kii and whilst there was no word for 'minds' specifically there was Pala which means 'head'.

I thought this was an appropriate substitute. Other information I wanted to capture in the painting was that CCG's services cover the extensive coastline, the Snowy Mountains, the rolling hills and flat plains out west and I had these various terrains in mind when deciding the colour palette.

CCG provides services on the land of five traditional owners (Ngunnawal People in the ACT, the Gundungurra people to the north, Yuin people to the south, Ngarigo to the South West, and the Wiradjuri people in the North-West). These mobs are represented in the painting by the upside down 'U' symbols which is a common Aboriginal symbol used to represent people. I have also tried to place the communities in a way you would find them on a map.

During my research I also noted nine services delivered by CCG and endeavoured to include icons that were representative of them.

Some are self-explanatory but I have included explanations for my rationale behind each one:

- » Family Support Services (depicted by two parent figures and a small child)
- » Counselling Services (depicted by a figure representative of a counsellor who is sitting up straight whilst talking to a patient who is suffering and is represented by them sitting slightly bent over)
- » Disability (depicted by a common icon of a person in a wheelchair, whilst acknowledging disability is more broad and not always visible I felt this was the right icon to use nonetheless)
- » Aged Care (depicted by a person with a walking stick)
- » Mental Health (depicted by a brain)
- » Youth (depicted by an adult and a slightly shorter person to indicate being a youth)
- » Homelessness (depicted by a person assisting someone homeless get on their feet)
- » Alcohol and Other Drugs (depicted by a bottle but an upside down glass to represent the process of giving up alcohol)
- » Housing (depicted by a house shape)

The green section represents CCG's RAP journey. The filled-in footprints indicate what point CCG is currently at in their RAP journey, Innovate, and the steps yet to be taken are represented by the outline of footprints. The section also travels from bottom corner to top right corner to represent moving forward and I wanted to use green as I feel green represents growth but this section also is meant to be representative of the rolling hills mentioned previously. There are four main circles within the green section to represent the four various RAPs an organisation can implement. Keeping in mind each RAP builds on the previous RAP (hence why the circles grow with each RAP) and that the journey to Reconciliation isn't something that happens overnight. My inspiration to represent these various aspects of the Reconciliation journey and that Reconciliation doesn't happen overnight was to use the concept of tree growth rings. Each year, the tree forms new cells, arranged in concentric circles called annual rings or annual growth rings and I thought this tied in quite nicely to represent the Reconciliation journey.

As mentioned previously, I wanted to represent the various terrains CCG services and so part of the blue section is to represent the coastline. However my inspiration to represent this section as ripples is from one of my favourite movies as a child, Pocahontas, and one quote that has stuck with me is when Grandmother Willow dips her vine into the water and says "So small at first, then look how they grow. But someone has to start them." I feel this interpretation ties in quite nicely with the Reconciliation journey because even the smallest steps can lead to greater positive change.

About the artist

MARRAWUY JOURNEYS (SARAH RICHARDS)

Marrawuy (Mar-ra-way) in my language of the Wongaibon people means Red Kangaroo. I have a family tree that shows that the totem of one my ancestors was a Red Kangaroo. This is one of the reasons I have chosen to go by Marrawuy Journeys but the other is the fact that a Kangaroo can't jump backwards. This also resonates strongly with me because no matter what challenges I am thrown, I keep moving forward.

My story

For many years, I have struggled with the desire to paint but not feeling truly comfortable doing so. I have often been questioned about my heritage, the non-traditional colours of my paintings and my lack of stories. My great grandmother was part of the Stolen Generation and was taken to Cootamundra Girls Home, and the traditional stories and methods of my mob were not passed down to me. I have done some research and have found information on traditional words and some recordings of stories from my mob but I don't feel comfortable painting the stories.

I am a self-taught artist and have had various Aboriginal artists share their methods and insights with me that have improved my painting. From Dhala Dreaming on the Gold Coast who helped me with recommendations on what paint is best. To Greg Joseph and the Huddleston family in Canberra for letting me put my paintings in their gallery and providing me tips on various techniques, including story telling.

It has only been recently that I have made peace with my lack of knowledge of traditional stories and instead, have chosen to move forward with telling my own stories and incorporating them into pieces of artworks. I also enjoy interpreting others journeys and turning them into personal pieces of artwork for them to cherish.

For more of my works, please visit my Facebook page Marrawuy Journeys – Modern Aboriginal Artwork.

Our vision for reconciliation

CatholicCare Canberra & Goulburn's (CCG) vision is for an equitable society where the rights, dignity and worth of all individuals are recognised and promoted.

Our vision for reconciliation is where the past treatment of Aboriginal and Torres Strait Islanders is acknowledged and accepted, and where all of us who call Australia home work together to achieve improved health, wellbeing, and economic status for all Aboriginal and Torres Strait Islander peoples.

Our Business

CatholicCare Canberra & Goulburn (CCG) is the welfare arm of the Archdiocese of Canberra and Goulburn with offices located in Canberra, Queanbeyan, Goulburn, Yass, Young, Moruya and Bega. CCG has a proud history stemming from a small grass roots volunteering agency beginning in 1957, to the leading not-for-profit community organisation we are today. From the extensive coastline, to the Snowy Mountains, to the rolling hills and flat plains out west, our geographical diversity reflects our client base and the wide range of support services available to anyone in need. Services CCG provides to the community include the following:

Aged Care and Disability Services

CCG offer a range of services to our senior citizens as well as individuals, carer's and families with disabilities. This includes personal care, social support, housing, supported accommodation, the Hands On Arts Studio, gardening and home maintenance services.

Counselling, Therapy & Mental Health Services

CCG is a leading provider of mental health services in Canberra and surrounds with services including individual, couples and family counselling, school counselling, supported accommodation, a youth step up step down residential program, mental health outreach programs, as well as a range of psychological assessments.

Alcohol and Other Drug Programs

CCG provide a range of support options for individuals, carers and families impacted by alcohol and other drugs. This includes specialist counselling and case management, as well as the Sobering Up Shelter providing a safe place for individuals to recover from alcohol and other drug intoxication.

Housing & Homelessness Programs

CCG offer a variety of independent and supported housing options for our senior citizens, people with a disability or mental illness, as well as individuals and families experiencing homelessness.

Youth Services

CCG provide a range of programs for young people who need support with housing, family and relationships, mental health, employment and education.

Our Mission

In keeping with the Catholic Church's Social Teachings we uphold the dignity of each person by:

- » Providing high quality accessible services
- » Empowering individuals, couples and families
- » Promoting healthy, inclusive communities through relationships and collaboration for the common good

Our Values

Respect – we recognise and provide services that uphold the inherent dignity of each individual.

Stewardship – we use our gifts and resources in a responsible way that helps provide justice for all.

Solidarity – we commit ourselves to work with others in a way that enables all in our community to share in the common good.

Excellence – we aspire to the highest standards of service for the people we care for, in all that we do and for all in our community.

Today CCG employs over 270 staff and volunteers with 4 staff who identify as Aboriginal and Torres Strait Islander. CCG operates within clearly defined management structures and systems to support quality service provision and ensure accountability across all aspects of contract management. We are committed to advocating for a fair and just society and through our services promote independence, social inclusion and community participation to reduce isolation and disadvantage.

Our RAP

CCG's RAP journey began in 2014 which saw the establishment of the CCG Cultural Committee and RAP working Group. CCG identified the need to develop a RAP to formalise our commitment to working in meaningful partnerships with Aboriginal and Torres Strait Islander peoples. Reconciliation is important to CCG and we continually strive to offer responsive, quality programs and ensure our agency is culturally safe and supportive to Aboriginal and Torres Strait Islander peoples in our community.

The CCG RAP was developed and supported as an integral part of CCG's Strategic Plan 2017-2018. The development of our RAP is based on CCG's service delivery and culture of working cooperatively with others, in line with the recognised guidelines of the Reconciliation Australia RAP program. CCG's RAP is designed to ensure that Aboriginal and Torres Strait Islander individuals and families have access to appropriate services and support programs delivered by CCG. This also includes appropriate opportunities for training and employment within CCG. The timeframe for this CCG's RAP is until the end of 2019 which will allow for the implementation and reflection of our RAP journey.

CCG's RAP journey has been driven by the Cultural Committee with ongoing support by the Board, Management and staff. The Cultural Committee is championed by the Director of Counselling Services, who acts as the Chairperson of this group and also reports directly to the Board. Members of the Cultural Committee include our Aboriginal Liaison Officer, representatives from each portfolio and additional members recruited through an expression of interest process. The purpose of the Cultural Committee is to provide a forum in which planning and recommendations can be made in relation to Aboriginal and Torres Strait Islander reconciliation initiatives.

Since our first RAP, CCG has implemented numerous activities that work towards reconciliation. Some of the significant achievements include the introduction of procedures around Acknowledgement and Welcome to Country at significant events and meetings, ensuring our offices are culturally safe with the inclusion of Aboriginal artwork and posters with Acknowledgement of Country, and the inclusion of cultural and ceremonial leave for Aboriginal and Torres Strait Islander staff members in the CCG enterprise agreement.

This is CCG's 3rd RAP. It has evolved from the active participation of our staff and stakeholders during each stage of the development process. In particular we would like to acknowledge the goodwill and expertise of Reconciliation Australia who have supported us with each of our RAP's, and more recently Habitat Personnel who have assisted us in the development of this recent iteration. We appreciate the full participation and support from CCG staff during the development of this plan and in particular the Cultural Committee.

Relationships

CatholicCare Canberra & Goulburn (CCG) understands the importance of building relationships within Aboriginal and Torres Strait Islander communities. This enables CCG to consult and learn about the needs of the Aboriginal and Torres Strait Islander communities and continually provide culturally sensitive and inclusive services. We will achieve this through consultation with key stakeholders to ensure relationships are built on trust between individuals and communities.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. The CCG Cultural Committee continues to actively monitor RAP developments, including implementation of actions, tracking progress and reporting.	» The Cultural Committee oversees the review, endorsement and launch of the CCG RAP	August 2017	Cultural Committee Chair
	» Terms of Reference for the Cultural Committee are reviewed annually	Review: February 2018, 2019,	Cultural Committee Secretary
	» The Cultural Committee will ensure that Aboriginal and Torres Strait Islander people are represented on the Committee	Review: February 2018, 2019,	Cultural Committee Chair
	» The Cultural Committee meets at least 6 times per year to monitor and report on the RAP implementation.	Review: February 2018, 2019,	Cultural Committee Chair
2. Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians	» Organise one internal event for NRW each year.	April 2018, 2019	Cultural Committee Chair
	» Register our NRW event via Reconciliation Australia's NRW website.	May 2018, 2019	Cultural Committee Chair
	» Encourage all staff to attend and advertise upcoming events on the intranet	May 2018, 2019	Cultural Committee Chair, Program Managers
	» Ensure CCG staff have the opportunity to participate in an external event to recognise and celebrate NRW	May 2018, 2019	Cultural Committee Secretary
	» Support an external NRW event	May 2018, 2019	Cultural Committee Chair, Aboriginal Liaison Officer,
	» Ensure the Cultural Committee participates in an external event to recognise and celebrate NRW	May 2018, 2019	Cultural Committee Chair
	» Extend an invitation to Aboriginal and Torres Strait Islander peoples to share their reconciliation experiences or stories.	May 2018, 2019	Cultural Committee Secretary
	» Link Reconciliation Australia's NRW resources and circulate to staff through the intranet	May 2018, 2019	Cultural Committee Secretary



FOCUS AREA

To continue to consolidate and develop relationships with Aboriginal and Torres Strait Islander communities, peoples and agencies within the Canberra and Goulburn Archdiocese.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
3. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes	» Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.	December 2017, review: February 2019	Human Resources Specialist
	» Meet with two local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.	November 2018	Aboriginal Liaison Officer
	» Develop an agency wide policy and procedure to ensure clients are offered the opportunity to access Aboriginal and Torres Strait Islander specific services through supported referrals if desired.	August 2017; review: August 2018	Aboriginal Liaison Officer
4. Promote the RAP within CCG, the ongoing RAP Process and our commitment to it.	» Implement and review a strategy to communicate our RAP to all internal and external stakeholders.	Implement: August 2017, review: February 2019	Cultural Committee Secretary
	» Cultural Committee to provide CCG staff with ongoing information and updates regarding our RAP Journey through the intranet	Review: May 2018, 2019	Cultural Committee Secretary, Human Resources Specialist
	» Promote reconciliation through ongoing active engagement with all stakeholders	Review: August 2017, 2018, 2019	Cultural Committee Chair, Aboriginal Liaison Officer, Senior Operations Managers
	» Cultural Committee agenda item to be included in all CCG team meetings.	Review: August 2017, 2018, 2019	All Program Managers

Respect

Respect for Aboriginal and Torres Strait Islander peoples, cultures, lands and histories is important to CatholicCare Canberra & Goulburn (CCG) as we recognise and deliver our services in the traditional lands of the Ngunnawal People in the ACT, the Gandangara people to the north, Yuin people to the south, Ngarigo to the South West, and the Wiradjuri people in the North-West. We regard it as essential for us to build relationships that respect the uniqueness of the great traditions that were formed well before us. Our commitment is to listen and learn from these traditions and provide access to services consistent with the rights and cultures of Aboriginal and Torres Strait Islander peoples.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
5. Engage employees in cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements	» Develop and implement a cultural awareness training strategy for our staff which defines cultural learning needs of employees in all areas of our business and considers various ways cultural learning can be provided	Develop: September 2017, implement: Dec 2017, review: 2018	Cultural Committee Secretary, Training Committee
	» Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.	May 2018	Human Resources Specialist, Aboriginal Liaison Officer
	» Provide opportunities for Cultural Committee members, HR specialist and other key leadership staff to participate in cultural training.	July 2018	Chief Executive Officer
	» Promote the Reconciliation Australia's Share Our Pride online tool to all staff through the intranet	August 2017, 2019	Cultural Committee Secretary
	» Identify cultural learning requirements specific to our staff's training needs.	February 2018, 2019	Program Managers, Training Committee Chair
6. Engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure shared meaning and understanding behind the ceremonies.	» Continue to implement and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country.	Review: August 2017, 2019	Cultural Committee Chair
	» Develop a list of key contacts for organising a Welcome to Country and maintaining respectful partnerships.	December 2017	Aboriginal Liaison Officer
	» Invite a Traditional Owner to provide a Welcome to Country at the annual Staff Christmas Lunch and other significant events throughout the year	December 2017, 2018	Aboriginal Liaison Officer,
	» Include Acknowledgement of Country at the commencement of important internal and external meetings.	Review: August 2018	Chief Executive Officer, Cultural Committee Chair
	» Invite Traditional Owners into our office to explain the significance of Welcome to Country and Acknowledgement of Country.	May 2018	Aboriginal Liaison Officer
	» Display an Acknowledgment of Country plaque and Aboriginal and Torres Strait Islander flags in our office/s or on our office building	October 2017	Senior Operations Manager, Corporate & Staff Services
	» Staff email signature to include acknowledgement of Country statement	Review October 2018	IT Specialist
	» Encourage staff to include an Acknowledgement of Country at the commencement of all meetings	October 2017, review October 2018	Cultural Committee Chair, Program Managers



FOCUS AREA

Ensuring our services, offices and management practices are culturally safe and appropriate for Aboriginal and Torres Strait Islander clients, staff and communities.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
7. Provide opportunities for Aboriginal and Torres Strait Islander staff to engage with their culture and communities by celebrating NAIDOC Week.	» All CCG staff are encouraged and supported to attend NAIDOC Week events across the Archdiocese.	May 2018, 2019	Cultural Committee, Program Managers
	» Celebrate, recognise and promote NAIDOC Week to CCG staff through the intranet	May 2018, 2019	Cultural Committee Secretary
	» A representative group of CCG staff attend the Sorry Day Bridge Walk in acknowledgement of the Stolen Generations	May 2018, 2019	Cultural Committee Chair, Program Managers
	» Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC Week	February 2018	Human Resources Specialist
	» Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate with their cultures and communities during NAIDOC Week	May 2018, 2019	Program Managers

Opportunities

CatholicCare Canberra & Goulburn (CCG) has a presence in many parts of rural NSW and Canberra. CCG is committed to exploring and implementing opportunities that are culturally appropriate for local Aboriginal and Torres Strait Islander peoples within our community. This includes employment, training and opportunities for collaboration.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
8. Investigate opportunities within CCG to increase Aboriginal and Torres Strait Islander employment	» Invite Human Resources Specialist to sit on Cultural Committee to advise on Aboriginal and Torres Strait Islander Employment matters	August 2017	Cultural Committee Chair
	» Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention Strategy.	Develop: December 2017, implement: February 2018, review February 2019	Human Resources Specialist
	» Sign a letter of intent with Habitat Personal to work together to increase Aboriginal and Torres Strait Islander employment and training opportunities at CatholicCare	August 2017; review February 2019	Human Resources Specialist
	» Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.	June 2018, review: August 2019	Human Resources Specialist
	» Advertise all vacancies in Aboriginal and Torres Strait Islander media.	Implement August 2017, review: August 2018	Human Resources Specialist
	» Collect information on our current Aboriginal and Torres Strait Islander staff to inform future employment opportunities	May 2018	Human Resources Specialist
	» Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	February 2019	Human Resources Specialist
	» Consider different approaches to increasing Aboriginal and Torres Strait Islander employment within CCG including offering traineeships, work experience, internships and student placements	August 2017, review: February 2019	Human Resources Specialist
	» Explore and implement alternative employment pathways for Aboriginal and Torres Strait Islanders applicants (for example accepting applications whereby selection criteria have been alternatively addressed.	Implement: April 2018, review: August 2019	Human Resources Specialist
	» Provide continued training and awareness of this process to the Management Team.	Review July 2019	Human Resources Specialist
	» All advertised positions will include the following wording "Aboriginal and Torres Strait Islanders with relevant experience and or qualifications are encouraged to apply".	Review July 2019	Human Resources
» Ensure all Aboriginal and Torres Strait Islander staff are offered the opportunity to access culturally appropriate professional supervision.	Review July 2019	Program Managers, Human Resources Specialist	



FOCUS AREA

CCG aims to work with Aboriginal and Torres Strait Islander peoples to access opportunities to support safe, fulfilling and sustainable family life and better economic status through training and employment opportunities

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
9. Investigate opportunities to incorporate Aboriginal and Torres Strait Islander supplier diversity within CCG	» Review and update procurement policies and procedures to identify barriers to Aboriginal and Torres Strait Islander businesses to supply our organisation with goods and services.	May 2018	Deputy CEO
	» Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.	June 2018	Deputy CEO
	» Develop one commercial relationship annually with an Aboriginal and/or Torres Strait Islander owned business	August 2018, 2019	Deputy CEO
	» Investigate Supply Nation membership	February 2018	Deputy CEO
10. Improve Aboriginal and Torres Strait Islander education and employment outcomes	» Continue Sponsorship of one Outstanding Achievement Award annually which will be offered to the Australian Catholic University for an Aboriginal and Torres Strait Islander student.	December 2017, 2018	Chief Executive Officer
	» Develop positions and opportunities for university and CIT students within CCG.	April 2018, 2019	Human Resources Specialist
	» CCG will contact relevant educational and training insitutions including the ACU and CIT to formally offer work experience opportunities to Aboriginal and Torres Strait Islander students for up to 3 months.	Review: July 2019	Human Resources Specialist, Program Managers
	» Work with the education provider to develop protocols around student placements to ensure these are successful.	April 2018	Human Resources Specialist

Tracking progress and reporting

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
Report RAP achievements, challenges and learnings to Reconciliation Australia	» Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.	September 2018	Cultural Committee Chair
	» Investigate participation in the RAP Barometer.	May 2018	Cultural Committee Chair
Report RAP achievements, challenges and learnings internally and externally	» Publically report our RAP achievements, challenges and learnings in the CCG Annual Report	July 2018, 2019	Cultural Committee Chair
Review, refresh and update RAP	» Liaise with Reconciliation Australia to develop a new RAP based on learnings, challenges and achievements.	February 2019	Cultural Committee Chair
	» Send draft RAP to Reconciliation Australia for formal feedback and endorsement.	April 2019	Cultural Committee Chair
Embed the RAP within CCG's current governance structure and strategic objectives	» CCG's Strategic Plans incorporate CCG RAP commitments	June 2017, 2019	CCG Leadership Team
	» An update and action report from the Cultural Committee is submitted to the Board each month.	Review: July 2018	Cultural Committee Chair
	» All updates and progress towards the CCG RAP are reported in the RA progress reports	August 2018, 2019	Cultural Committee Chair



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