

RECONCILIATION
ACTION PLAN

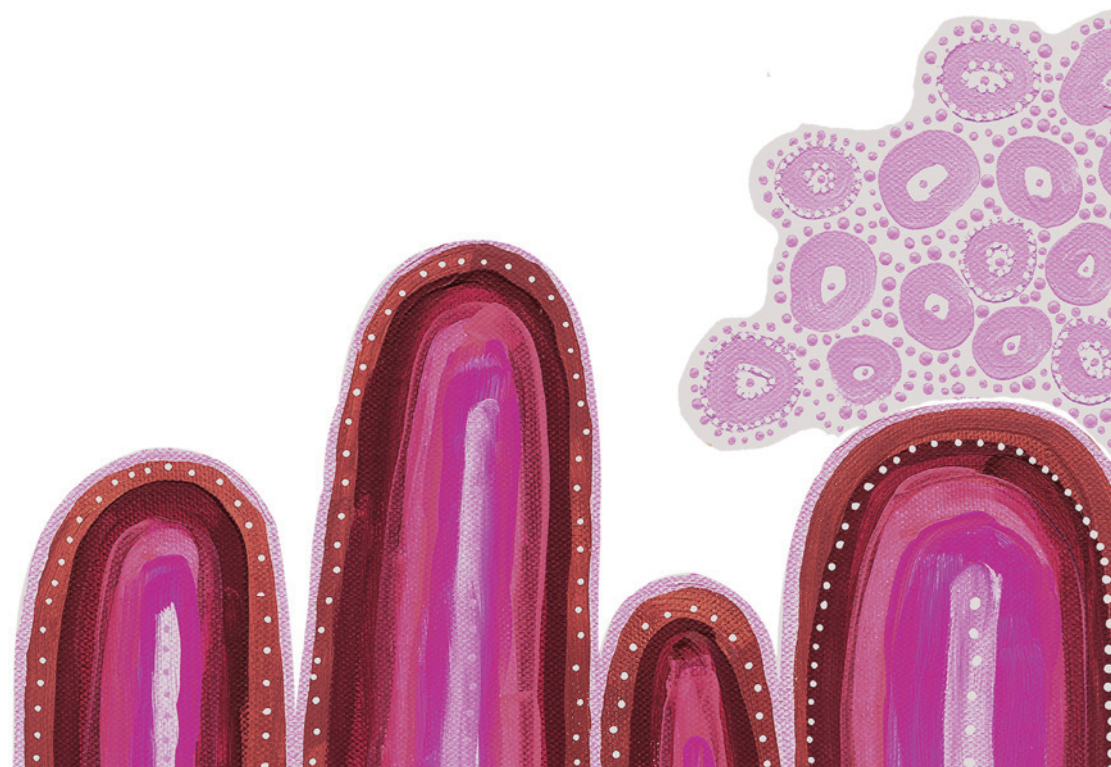
REFLECT

Reflect RAP

February 2023 to February 2024



Goldbridge Rehabilitation Services
Office 201, Level 2, 9 Bay Street, Southport, QLD 4215
W: www.goldbridge.com.au Ph: 07 5503 1255



Goldbridge's Mission Statement

Goldbridge transforms lives through a sense of belonging and acceptance of self and others, to provide freedom from the effects of addiction and mental health issues with the aim of achieving sustainable recovery.

Working Group

Bernice Smith

Chief Executive Officer | Chair

Cindy Greentree

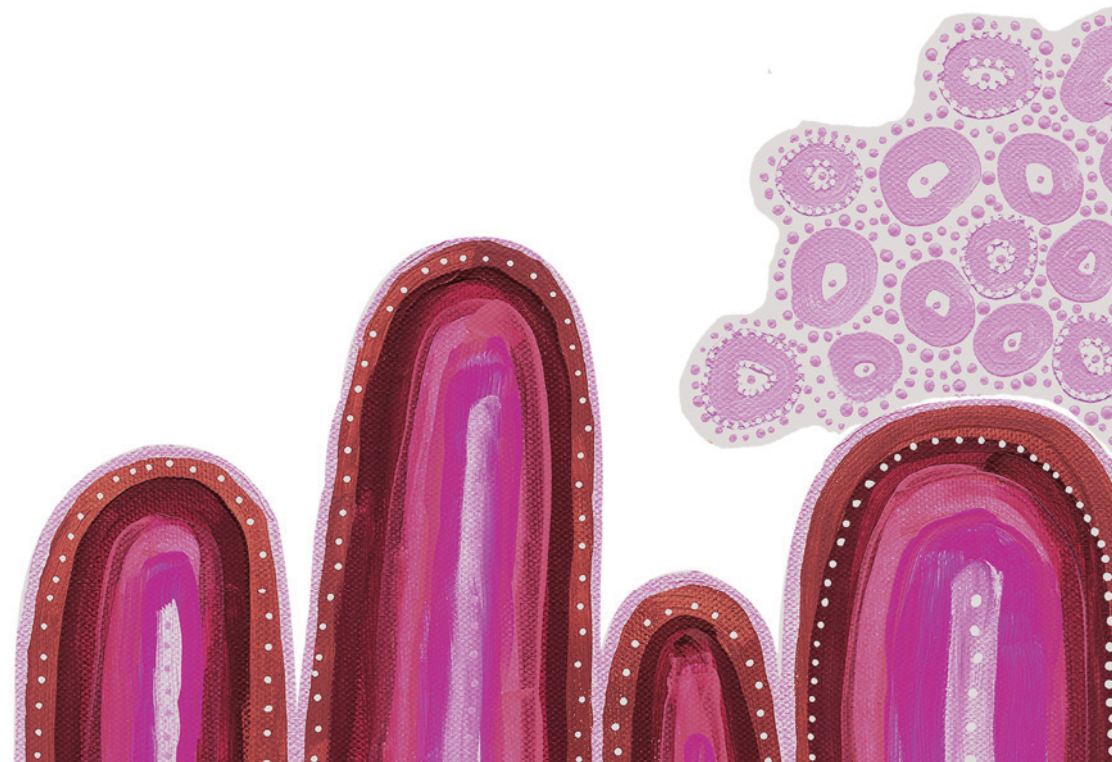
AOD Worker | Champion

Toni Eachus

Operations Manager | Member

Zeke Webb-Pullman

TC Team leader | Member



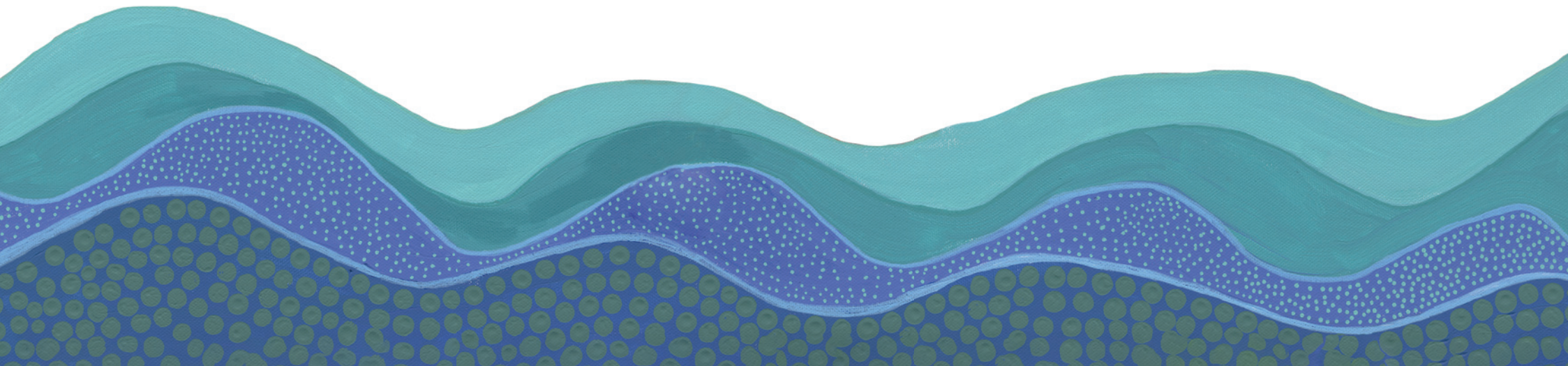
Acknowledgment of Country

Goldbridge proudly acknowledges First Nations People as the Traditional Custodians of the land and waters throughout Australia. Goldbridge Therapeutic Community is positioned within the Kombumerri and Yugambeh land, which is a larger part of the Bundjalung Nation.

As a connecting and diverse workplace, we recognise the continuing connection of the First Nations People to their communities and cultures.

Goldbridge is enriched by exploring and celebrating Aboriginal and Torres Strait Islander peoples for their heritage, leadership, cultural guidance, and expertise.

We pay respects to Elders past, present and future.



Our Commitment

Goldbridge Rehabilitation Services Inc. (Goldbridge) started a First Nations Peoples Reference Group in March 2018 during our second meeting in May 2018 we identified that we needed a Reflect RAP. The process to develop a Reflect RAP has been a learning curve which has taken 5 years to fruition.

Our first attempt at developing a Reflect RAP took a couple of years, however we soon learned that we were on the wrong path – we were looking back not reflecting on what we needed to do in the future. The RAP Working Group analysed the feedback from Reconciliation Australia, which helped re-direct our focus onto the right path, and we were on our way once again.

Even though we were new to the formal reconciliation process, we knew we had guidance in the background from Reconciliation Australia. The new RAP process soon aligned with our Mission and Values, and we began to reflect upon how we could support stronger relationships between Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples in the future.

Unfortunately, Australia has had a chequered history with land dispossession, violence, and racism heavily impacting on Aboriginal and Torres Strait Islander peoples and on those who support reconciliation. For us, reconciliation is an ongoing journey which we are committed to undertake no matter how long the process.

Goldbridge, as a community agency, strives to develop relationships with local Aboriginal and Torres Strait Islander stakeholders and meet with local community leaders. Our aim at Goldbridge is to support First Nations peoples to have the same life chances as non-Indigenous people in a more just and equitable society to advance reconciliation.

Our Reflect RAP will assist us to be aware of our behaviours, accept our responsibility, acknowledge, and apologise for the past and do everything we can to support self-determination for First Nation peoples.

Bernice Smith

Chief Executive Officer
Goldbridge Rehabilitation Services



Reconciliation Australia CEO Statement

Reconciliation Australia welcomes Goldbridge Rehabilitation Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Goldbridge joins a network of more than 2,200 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.

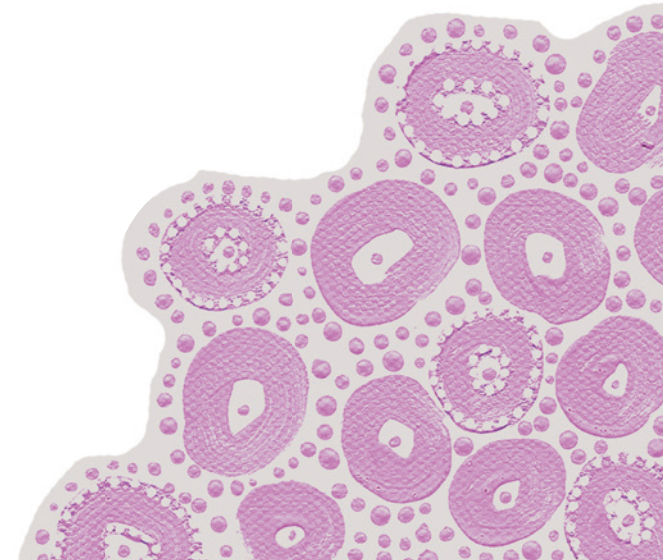
It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Goldbridge 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 Goldbridge, 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



Goldbridge Reflect RAP

Reflect RAP:

Reconciliation connects and supports with the Goldbridge Rehabilitation Services ethics, values and diversity.

Our Business:

Goldbridge Rehabilitation Services Inc. (Goldbridge) is positioned within the Kombumerri and Yugambah land, which is a larger part of the Bundjalung Nation. Goldbridge is an Incorporated, not-for-profit, community-based organisation, located in Southport on the Gold Coast.

Goldbridge provides a 28-bed residential alcohol and other drug rehabilitation service. Goldbridge was established in 1987 and has built a reputation of delivering a Therapeutic Community (TC) program that achieves real and sustainable recovery from alcohol and/or other drug dependency. Providing effective recovery services for people and families adversely affected by co-occurring alcohol, other drugs and mental health concerns.

A therapeutic community is a treatment facility in which the community itself, through self-help and mutual support, is the principal means for promoting personal change. In a therapeutic community residents and staff participate in the management and operation of the community, contributing to a psychologically and physically safe learning environment where change can occur. In a therapeutic community there is a focus on social, psychological, and behavioural dimensions of substance use, with the use of the community to heal individuals emotionally, and support the development of behaviours, attitudes, and values of healthy living. Treatment is based on Best Practice Principles focused on promoting positive personal change, enhanced psychological wellbeing and social functioning.

After completing the TC program people have an option to enter the Transition to Community Program which provides support to assist people to successfully integrate back into the Community and daily life. This Program includes shared housing with other Goldbridge Community members.

The TC treatment service is focused on promoting positive personal change, enhanced psychological wellbeing and social functioning. Goldbridge has 13 full-time employees, one of whom identifies as an Aboriginal person and 4 part-time staff members.

Goldbridge receive funding from the Commonwealth Department of Health, the State Government — Queensland Health, and donations. Goldbridge has a long-term supportive relationship with the Local Council — Gold Coast City Council.

Our RAP

The RAP Group is Chaired by the Goldbridge CEO, Bernice Smith — our RAP Champion. The RAP Group is made up of staff members, both First Nations and non-First Nations, who are committed to inclusive cultural practice. Goldbridge has one Identified Aboriginal person on the group to support the implementation of the RAP — Cindy Greentree who is also a RAP Champion.

Prior to the preparation stages of the RAP, the Goldbridge CEO recognised the need to have inclusive cultural practices due to an increase in First Nations People who were participating in Goldbridge. Our journey and pathway through this reconciliation has highlighted the importance of partnership, access and gaining feedback from First Nations clients and Acknowledgment of Country at events and meetings.

We plan to implement our Reflect RAP by assigning roles to RAP Group Members; put the RAP document on the Goldbridge website, include RAP in reporting documents to the Goldbridge Board and funding bodies; and discuss at Goldbridge General Staff meetings to ensure all staff are included and have opportunity to be involved. Staff can share the update with clients on a regular basis | this is an important part of the next step towards our cultural development as an organisation.

Our Partnerships

Goldbridge will continue to develop partnerships to support reconciliation strategies to ensure ongoing appropriate service delivery to clients. Goldbridge aims to work closely with Kalwun Health to development stronger links in the community, stronger outcomes for First Nations client health, and effective cultural training for staff.

Relationships with our clients and stakeholders are founded on mutual respect and trust. Goldbridge has built lasting relationships with the community and its people.

Goldbridge would like to continue to build relationships within the community and create long-term relationships with First Nations Peoples.

Relationships



Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholder organisations.	Develop and implement an engagement plan to work with Aboriginal and Torres Strait Islander organisations within our local area or sphere of influence.	June 2023	AOD Worker, Operations Manager
	Research best practice principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	June 2023	CEO, Operations Manager
Build Relationships through celebrating National Reconciliation Week.	Circulate Reconciliation Australia resources and materials to our staff.	Annually – May 2023	Operations Manager
	RAP Group Members to participate in an external NRW event.	27 May – 3 June 2023	TC Team Leader, AOD Worker
	Encourage and support staff, senior leaders, and residents to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June 2023	CEO, Operations Manager
	Liaise with the TC Team Leader to organise internal event for residents to celebrate NRW.	27 May – 3 June 2023	TC Team Leader, AOD Worker
Promote Reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	March, June, Sept, Dec 2023	CEO
	Identify external stakeholders that our organisation can engage with on our and reconciliation journey.	July 2023	AOD Worker
	Identify RAP and other like-minded stakeholders that our organisations can engage with on our reconciliation journey.	July 2023	CEO, Operations Manager
	Inform and educate staff members of the proposed Referendum for a First Nations 'Voice to Parliament.'	March 2023	Operations Manager
Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti – discrimination.	Nov 2023	CEO
	Goldbridge will create an anti-discrimination intent statement and inform all staff, residents and volunteers of expectations.	Feb 2024	Operations Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions and future needs.	July 2023	Operations Manager

Respect

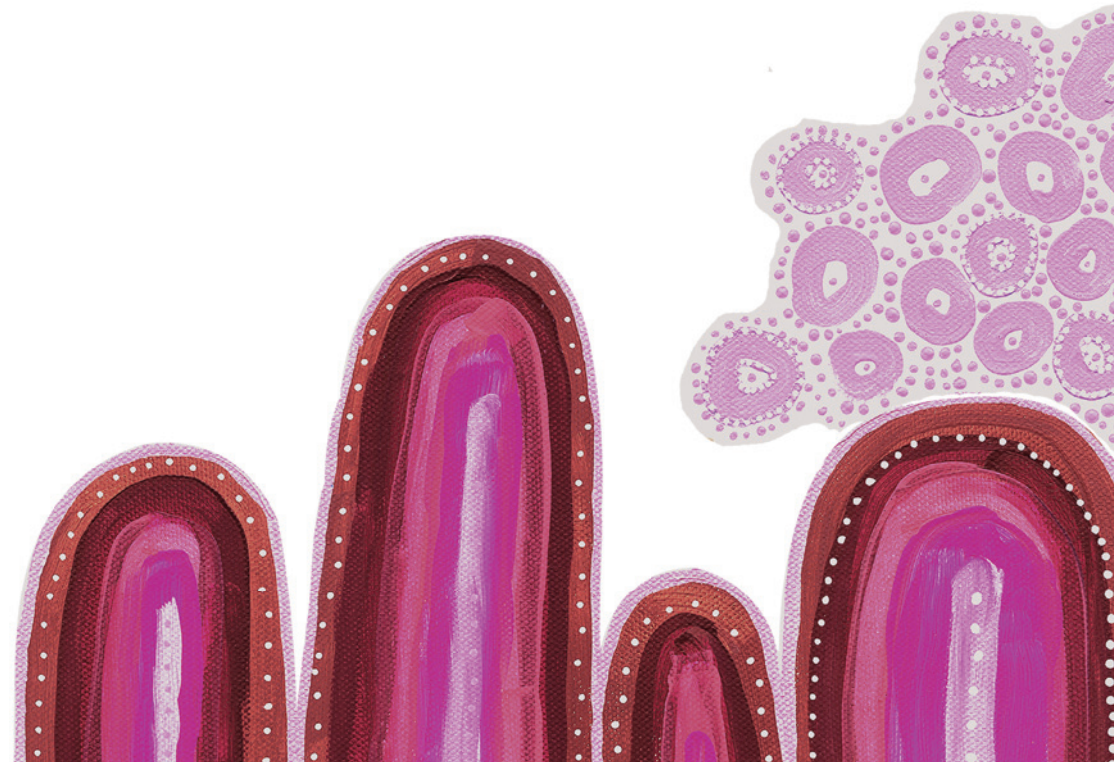


Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, history, knowledge, and rights within our organisations.	June 2023	CEO Operations Manager
	Conduct a review of cultural awareness training needs within our organisation.	July 2023	TC Team Leader
		March 2023	Coordinator Operations Manager
Build an understanding of the United Nations Declaration on the Rights of Indigenous people (UNDRIP).	Increase staff awareness and understanding of the Declaration.	Sept 2023	Operations Manager
	Download the document and make available to all staff on the Central Document registry.	Oct 2023	
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop implement and communicate a cultural protocol document for Goldbridge Rehabilitation.	July 2023	Ops Manager, AOD Worker, TC Team Leader, CEO
	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisations operational area.	July 2023	Operations Manager
	Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgment of Country and Welcome to Country protocols.	July 2023	AOD Worker TC Team leader
	Goldbridge will display the Aboriginal Flag and the Torres Strait Islander Flag.	March 2023	Operations Manager
	Goldbridge will construct an Acknowledgment of Country plaque outlining the Traditional Owners of the land.	Nov 2023	Operations Manager/Deputy CEO
Build Respect for Aboriginal and Torres Strait Islander Peoples by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff of the meaning of NAIDOC week.	June 2023	AOD Worker
	Introduce our staff to NAIDOC week by promoting external events in our local area.	First week in July 2023	TC Team Leader Operations Manager
	RAP working group to participate in an external NAIDOC Week event.	First week in July 2023	AOD Worker

Opportunities



Action	Deliverable	Timeline	Responsibility
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.	June 2023	CEO Operations Manager
	Goldbridge to apply funding to secure identified and specific Aboriginal and Torres Strait Islander staffing positions.	June 2023	CEO
	Build understanding of the current Aboriginal and Torres Strait Islander staffing to inform future employment and development opportunities.	July 2023	Operations Manager
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	June 2023	CEO
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	June 2023	Operations Manager
	Investigate Supply Nation membership.	July 2023	CEO Operations Manager



Governance



Action	Deliverable	Timeline	Responsibility
Establish and Maintain an Effective RAP Working Group (RWG) to drive governance of the RAP.	Form an RWG to govern RAP implementation.	Feb 2023	CEO
	Meet at least three times per year to drive and monitor RAP implementations.	March, Aug, Nov 2023 and Feb 2024	Operations Manager
	Draft a Terms of Reference for the RWG.	2023	AOD Worker
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	Feb 2023	TC Team Leader
Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Feb 2023	CEO
	Engage senior leaders in the delivery of RAP commitments.	July 2023	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2023	Operations Manager
	Maintain an internal RAP Champion from Senior Management.	Oct 2023	Operations Manager
Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	June 2023	CEO Operations Manager
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	Aug 2023	CEO
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	Sept 2023	Operations Manager
Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin development our next RAP.	November 2023	CEO



Artistic Work by Kerri-Anne Fletcher: This artwork titled 'Journey to Healing' was donated to Goldbridge by Kerri-Anne Fletcher for the purpose of illustration/printing within this Reflect Reconciliation Action Plan.

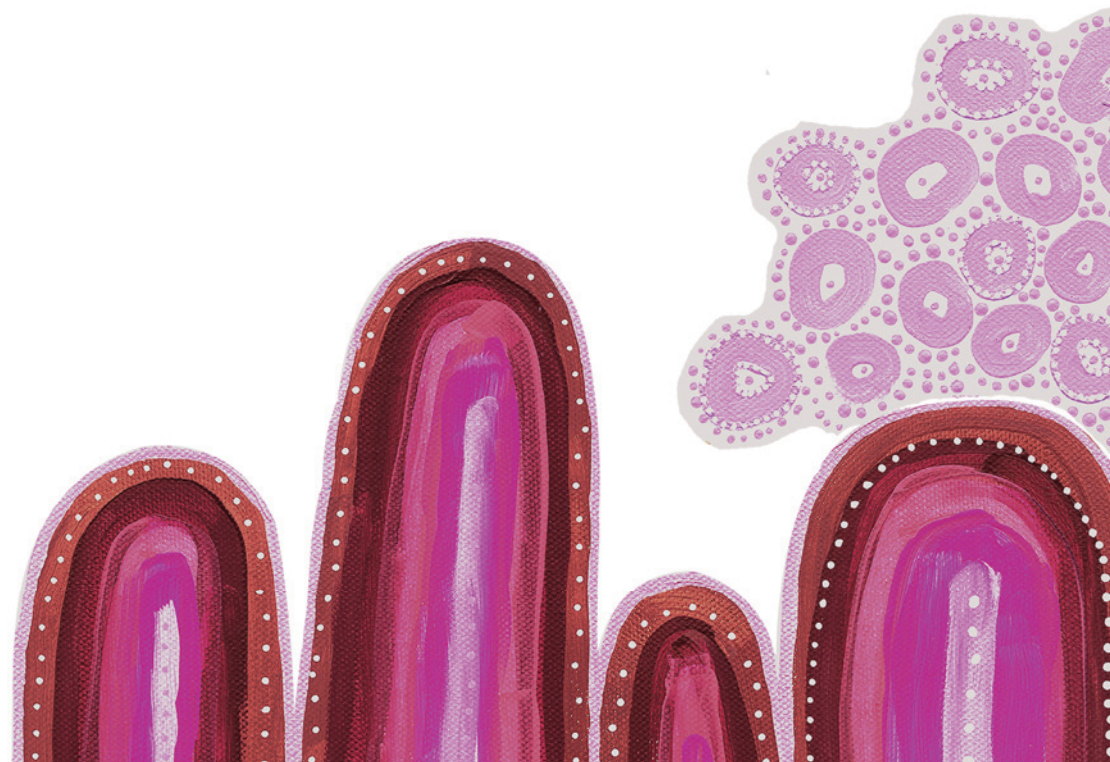
'I am an Aboriginal woman whose maternal Grandmother is traced to Tagalaka country in far north Queensland. I was born on Barna country Central Queensland and now reside and work on Kombumerri country. I have had my own journey to come to this country to recover. My painting represents the sky, seas, and the hinterland of Kombumerri country surrounding the centerpiece of the Goldbridge Therapeutic Community, where people come to heal. It is surrounded by the staff who are blessed to be part of this journey. The birthing caves symbolise the hinterland. The prints of the kangaroo showing people coming from near and far to reach a place in which they can start to recover. Surrounded by family, friends, services, funding bodies and the general community, as it takes a whole mob to support someone on their journey to recovery.'

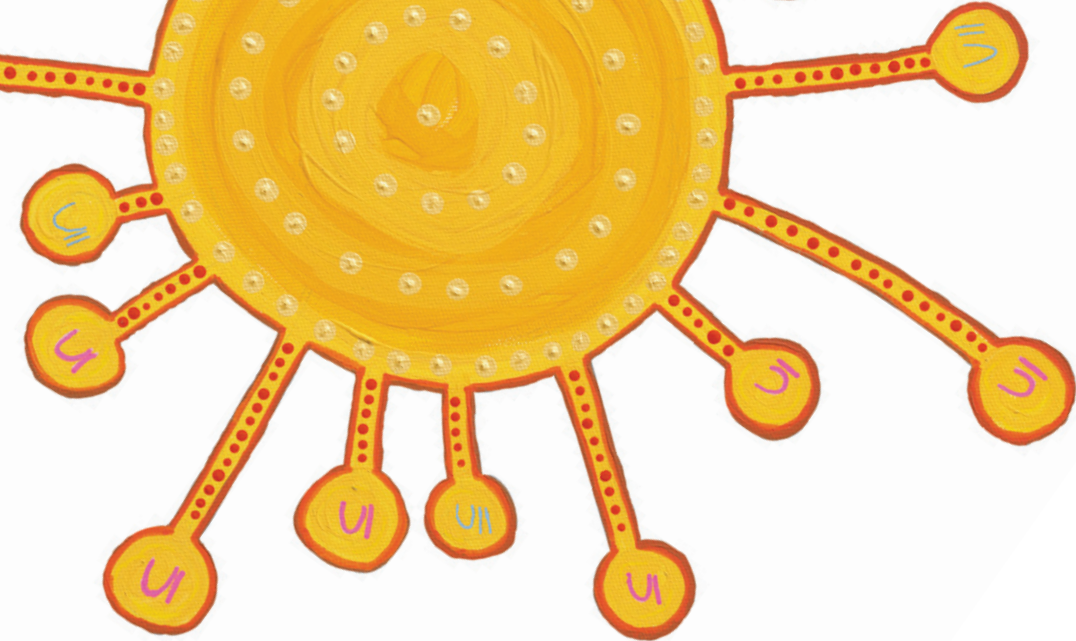
Kerri-Anne is the Intake and Assessment Trainee at Goldbridge:
Kerri-Anne@goldbridge.com.au

Rebuilding Lives and Strengthening Communities

If you or someone you know is wanting to access treatment for drug and/or alcohol use, please contact Goldbridge on **(07) 5503 1255** or email **info@goldbridge.com.au** or visit our **website www.goldbridge.com.au**

Goldbridge receives funding from both the Queensland and Commonwealth government Health Departments





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