



Reconciliation Action Plan REFLECT

July 2021 - July 2024



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1. Acknowledgement

Womindjeka / Wominjeka means ‘welcome’ in the language groups of the Boon Wurrung and Woi Wurrung (Wurundjeri) peoples of the Kulin Nation

Zenitas and all its businesses acknowledge Aboriginal and Torres Strait Islanders as the First Australians, and pay our respect to Elders past, present and future across all the lands on which we work and live.

Zenitas operates across Australia and respectfully acknowledges the Traditional Custodians of all the lands we work on.

Our Head Office is based in Melbourne and we acknowledge the Bunurong Boon Wurrung and Wurundjeri Woi Wurrung peoples of the Eastern Kulin Nation and pay our deep respect to their Elders past, present and emerging.

We are committed to our reconciliation journey, and to strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all.



By Chern'ee Sutton
Size – 90cm wide X 121cm high
Medium – Acrylic and textured acrylic on canvas
www.cherneesutton.com.au

2.0 About the Artist and Artwork

My name is Chern'ee Sutton and I am a contemporary Indigenous artist from the Kalkadoon people from the Mount Isa area in Queensland. This painting is my interpretation of Zenitas and their Reconciliation Journey.

In my painting the large blue and aqua community symbol in the centre of the piece represents Zenitas Healthcare and is painted in their corporate colours with their logo in the centre. The large orange circle which surrounds the community symbol represents the Zenitas Healthcare's culture which shines brightly like the sun as they “inspire our people, customers and communities to grow, shine, and get the best out of life – and we’ll always be by their side.” The 3 U symbols with people around the outside of the sun represents the services that Zenitas provides, which is Healthcare, Aged care and Disability services. The snake represents over 65,000 years of Aboriginal and Torres Strait Islander Culture and history and pays respect to the traditional owners of the lands on which Zenitas works.

The 6 coral and blue dotted circles connected to the centre community symbol represent the 6 states that Zenitas works within. Zenitas includes a number of different companies, with the 4 largest being represented in the painting as the 4 community symbols in grey, coral, blue and aqua which are Claro Aged Care and Disability services, Plena Healthcare, Lifecare Physiotherapy and Modern Medical, these community symbols are all connected by spirit trails, symbolising how all of the companies are connected to one another. Elements from these companies branding have also been used in the artwork which is the starburst and the

coloured lines, to further represent the work that Zenitas does, bringing together many companies and services towards a single purpose “To enable people to live healthier, happier and more independent lives.”

The 4 aqua, blue and white stars represents Zenitas Ethical responsibilities and the footprints which walk throughout the painting represent Zenitas Reconciliation Journey. The Kangaroo and emu footprints in the top right corner represent Zenitas HealthCare's commitment towards reconciliation and to their RAP, which is always moving forwards and never backwards. The boomerang with U symbols surrounding it, symbolises customers and clients continuously returning, due to Zenitas HealthCare's quality service since their inception in 2016. The hand prints in the bottom left corner represent the support and care which Zenitas gives to their clients, with the black rectangles in the background on the bottom and top left hand side, representing the Zenitas brand identity and the rectangles construct a Z pattern. The coloured blue and aqua rectangles on the right-hand side are all inter-connecting to communicate “Connection” which are at the center of everything they do, Connections with their customers, their people, and the communities they serve. The words within the connected rectangles represent Zenitas HealthCare's Organisational “CARE” Values which are “Connection, Accountability, Respect, Excellence” which are a crucial part of their company. Finally, the cross, heart and man on the peak of the heartbeat in the bottom right-hand side which is above the rectangles, represents the name ‘Zenitas’ which comes from Latin and means ‘peak health’ – something that factors into everything that Zenitas do.

3.0 Chief Executive Officer Foreword

Zenitas Healthcare has developed our first Reconciliation Action Plan to address how we can positively impact the lives of Aboriginal and Torres Strait Islander people across health, aged care and disability services.

We are aware Aboriginal and Torres Strait Islander people experience a burden of disease which is 2.3 times higher than the rate of non-Indigenous Australians (Australian Institute of Health and Welfare 2020). We recognise that the gap in health status between Indigenous and non-Indigenous Australians remains unacceptably wide.

This ‘REFLECT’ RAP is a sign of our commitment to ensuring Zenitas is an organisation that recognises, honours and respects Aboriginal and Torres Strait Islander people, both in our workforce and across the services we provide.

We have a purposeful mission to enable people to live healthier, happier and more independent lives. As part of this mission, we are committed to ensuring all Australians, including Aboriginal and Torres Strait Islander Peoples, have equal health opportunities and outcomes.

We look forward to contributing to better health opportunities and outcomes for Aboriginal and Torres Strait Islander People through our services, and by promoting a more connected, inclusive, and diverse workforce.

We are pleased to lodge our first Reconciliation Action Plan and look forward to delivering further actions to promote reconciliation, respect and equality as our business grows over time.

Rob De Luca
CEO | Zenitas Healthcare



4.0 Our Business



Zenitas Healthcare was established in 2016 and provides a full range of healthcare services, including aged care, disability support and accommodation, general practice medicine, physiotherapy, occupational therapy, podiatry, speech pathology and dietetics.

Zenitas means ‘peak health’ in Latin. We believe that ‘peak health’ goes beyond physical health and is about overall wellbeing. It’s why our range of seamless services support the broader wellbeing needs of our clients.

Zenitas has a unique service model, with our size, scale and multi-modality business allowing us to provide the whole range of health services efficiently.

We have a clear strategy in place to become Australia’s leading provider of health, aged care and disability services, including the largest provider of allied health services to people living in aged care residences, and of community care and disability accommodation.

Positively impacting the lives of all Australians, including Aboriginal and Torres Strait Islander people, is central to our values and our commitment to running an inclusive and sustainable business.

This includes ensuring our services are culturally safe and appropriate for Indigenous people, and that our workforce reflects and is inclusive of the people we serve.

To achieve our mission of enabling healthier, happier, more independent lives, we have to ensure all Australians have equal health opportunities and outcomes, with a focus on Aboriginal and Torres Strait Islander people and other diverse communities.

Our Operating Model

We operate across three customer-focused businesses.



Our network of over 60 primary and allied health clinics across Australia are driven by supportive and experienced healthcare professionals and cater to all ages and life stages.

Our Health Clinics provide a full suite of quality services including general practice medicine, preventative health care, physiotherapy, sports medicine, and podiatry.



Plena Healthcare provides mobile allied health services to customers in residential aged care facilities and communities around Australia.

We look after their needs with physiotherapy, occupational therapy, podiatry, nursing, speech therapy, and dietetic services.



Claro Aged Care and Disability Services provide personalised services to people living with a disability and elderly customers, so they can live more independently and achieve their goals.

We provide in-home care to aged and disability customers. We also support our clients living with a disability within our accommodation settings across Australia.



5.0 Our Vision for Reconciliation

Our People

Zenitas contracts and employs ~3,500 support workers, ~2,000 therapists and ~200 medical staff. Our large workforce means we have a diversity of skills and experience to draw upon, reflecting the needs of the customers that we serve.

We are working to monitor and set goals to ensure we employ a representative workforce, including improving Aboriginal and/or Torres Strait Islander employment outcomes across our businesses.

Our services are available across Australia and we acknowledge the Traditional Custodians of all the lands where we work and provide our services.

Respecting human rights and the diversity of is inherent in our CARE values of Customer, Accountability, Respect and Excellence.

Zenitas Healthcare's Inclusion and Diversity Council was established in 2020 to ensure Zenitas provides a respectful, safe, and inclusive workplace with a talented and diverse workforce.

The Inclusion and Diversity Council committed to developing a 'REFLECT' Reconciliation Action Plan as a priority activity.

Following consultation with staff and leaders, the Council agreed to the following principles and goals when developing our first RAP:

- More recognition and awareness regarding the health and wellbeing outcomes for Australia's Aboriginal and Torres Strait Islander populations governance and policies
- Recognising significant differences in health outcomes for non-Indigenous and Aboriginal and Torres Strait Islander peoples
- The need for Aboriginal and Torres Strait Islander representation in all levels of society
- Removing and reducing barriers to equity and equality
- Truthful acknowledgement and education of our unjust history
- More inclusive and diverse society in the future

Our vision for reconciliation is to contribute to a diverse and respectful future, based on empathy, knowledge and understanding. In doing so, we acknowledge the injustice in our history.

We envisage an Australia in which every person, regardless of their cultural background, has equal health and wellbeing outcomes.

We would like to contribute to a future where all Australians have equal access to health, aged care and disability services and are empowered to make choices that promote better health and wellbeing outcomes.

Learnings from developing our RAP

Developing our RAP and working to incorporate the values it expresses in the fabric of our organisation has been a rewarding and enlightening process.

The experience has taught us that there are several factors which influence whether a RAP will be successful or not.

These include:

- Setting achievable outcomes
- Providing resources
- Maintaining continuity

We also understand that the development of a RAP is an ongoing commitment and one we look forward to improving upon in the future.



6.0 Our Reconciliation Action Plan

Our first Reconciliation Action Plan represents the beginning of our journey and commitment towards reconciliation.

At the start of our journey, we aim to incorporate Aboriginal and Torres Strait Islander recognition and reconciliation into our strategy, reporting and employment focus.

At the heart of our RAP is our strategic mission of enabling healthier, happier, more independent lives, which must ensure all Australians, including Aboriginal and Torres Strait Islander Peoples, have equal health opportunities and outcomes.



7.0 Relationships

Action	Deliverable	Accountability	Timeline
1. Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none">Organise an internal event for NRW each year.Register our NRW event via Reconciliation Australia's website.Publicise NRW through internal communications.	General Manager, Communications, Policy and Culture	Annually in May
2. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none">Develop and implement an engagement approach to work with our Aboriginal and Torres Strait Islander suppliers and stakeholders.	General Manager, Communications, Policy and Culture	Jan 22
3. Raise internal and external and external awareness of our RAP to promote reconciliation across all aspects of our organisation.	<ul style="list-style-type: none">Develop and implement a to communicate our RAP to our staff and stakeholders.Include introduction to the RAP and associated Reconciliation Australia resources as part of staff onboarding and induction process.Promote actions relating to the RAP at internal staff meetings and through internal publications.	General Manager, Communications, Policy and Culture Chief Operating Officer General Manager, Communications, Policy and Culture	July 21



8.0 Respect

Action	Deliverable	Accountability	Timeline
4. Engage all employees, contractors in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander people's cultures, histories and achievements.	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	General Manager, Communications, Policy and Culture	Jan 22
5. Engage employees in understanding the significance of Aboriginal and Torres Strait Islander cultural protocols, such as Welcome to Country and Acknowledgement of Country.	<ul style="list-style-type: none"> Develop, implement, and communicate a cultural protocol document for Welcome to Country and Acknowledgement of Country. Include an Acknowledgement of Country at the commencement of all important internal and external meetings. Display an Acknowledgment of Country plaque in our Head Office. Display Aboriginal and Torres Strait Islander flags in our reception areas. 	General Manager, Communications, Policy and Culture All Leaders Property Manager Property Manager	Jan 22 July 21 Aug 21 Sept 21

9.0 Opportunities

Action	Deliverable	Accountability	Timeline
6. Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workforce.	<ul style="list-style-type: none"> Collect recruitment information on Aboriginal and Torres Strait Islander staff to inform future employment opportunities. Investigate recruitment platforms targeted at Aboriginal and Torres Strait Islander peoples. Include the following wording on employment and volunteering advertisements "Aboriginal and Torres Strait Islander persons are encouraged to apply". 	Chief Operating Officer	Dec 21 March 22 July 21
7. Embed Supplier diversity.	<ul style="list-style-type: none"> Develop and implement a preferred supplier code which includes a focus on Indigenous owned and controlled organisations. 	Chief Finance Officer	August 21



10.0 Governance

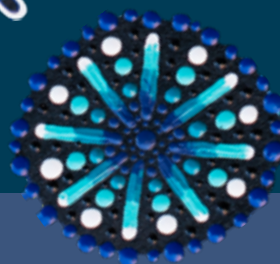
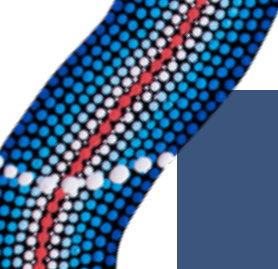
Action	Deliverable	Accountability	Timeline
8. Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none">Inclusion and Diversity Council to monitor and report on RAP progress.	CEO	Regularly
9. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none">Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	General Manager, Communications, Policy and Culture	Sept 21
10. Review, refresh and update RAP based on learnings, challenges and achievement.	<ul style="list-style-type: none">Register via Reconciliation Australia's website to begin developing our next RAP.	General Manager, Communications, Policy and Culture	July 23

11.0 Contact Details

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Communications and Culture Team

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zenitas

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