



# Kyabra Community Association Inc.

## Reconciliation Action Plan 2017-2019





# Our Vision for Reconciliation

Our vision is for our organisation to acknowledge and respect the significance of place, cultures, rights and wellbeing of Aboriginal and Torres Strait Islander peoples within the communities we work.

We aim to support social justices owed to our Aboriginal and Torres Strait Islander communities by enhancing resources and identifying local strengths to promote successes.



# Our Business

Kyabra Community Association Inc. aims to contribute to fair, thriving, sustainable communities that instil hope, embrace diversity, promote safety, and in which all people feel a sense of belonging.

We operate from Runcorn and we work with families and communities who are mainly living in the southern and outer southern/western suburbs of Brisbane.

Our strategic priorities are underpinned by a firm belief in the capacity of individuals and families to be their own agents of change. Sometimes, in order to achieve their aspirations; they will require support and access to resources.

Kyabra is committed to providing socially just services and activities for families, individuals and communities. We provide learning opportunities to individuals and families who are interested in identifying and strengthening skills and knowledge in order to support family relationships, parenting and early childhood development with our Play and Grow, Sing and Grow, Play Bus and many other parenting groups. Kyabra also offers a range of group-based educational activities to people with mental illness concerns, their families and other significant people that support them.

Kyabra offers free financial services to low income earners including no-interest loans, low-interest loans, matched savings programs and support with budgeting and paying bills.

Our Foster and Kinship care service is funded by the Department of Communities, Child Safety and Disability Services to provide family based placements with approved foster and kinship carers for children who are unable to live with their birth parents. Our service recruits, trains and provides ongoing support to carer families to provide care to these children.

Our Disability Support Services provide a range of supports to families and individuals, living with a disability, across various stages of their lives. The support provided reflects the changing needs of the person with a disability and their family.

- ✿ Individualised Family Support offers one-on-one and group support to individuals living with a disability aged between 0 and 65 years who are living at home with their families. Where applicable we tailor our supports to also support the needs of ageing carers focusing on planning for the future.
- ✿ Community Living Options provides support to individuals who are in the process of moving out of the family home or who are already living independently. The program uses individualised models of out-of-home accommodation and works in partnership with individuals and their families to coordinate their support.
- ✿ The Brisbane South Flexible Holiday Program aims to provide a range of flexible support options to families with school aged children with a disability during the December/January school holidays.
- ✿ Kyabra Focus Services is Kyabra's Host Provider for people with disabilities and families who wish to self-direct their funding. Kyabra Focus Services also coordinates a pool of Support Workers who work with people with a disability or complex needs requiring a range of supports.

Our Supported Accommodation service offers accommodation and confidential conversations with families who are homeless or at risk of homelessness. Kyabra Homestay Support Service offers free, confidential help and support to people who are at risk of becoming homeless, to avoid eviction and remain housed.

Our services work together in an integrated way so when a person walks in our “front door” they have the opportunity to have the support of the entire organisation. We provide innovative responses to support community members to work towards achieving their goals and aspirations. Kyabra adopts a Strengths-Based Practice Framework, which provides a solid, evidence-based approach to its work.

At Kyabra there are 54 part time and full time staff including 3 Aboriginal peoples plus 37 casual staff spread across five teams that provide a range of services, activities and supports.



# Our RAP

As a strengths-based organisation, our commitment is to engage and consult with Aboriginal and Torres Strait Islander communities to stream self-determination and to enhance the ability to support individual and community aspirations. We strive to cultivate greater workplace and management participation, continued education through internal staff meetings and stronger cultural awareness and community consultation.

In line with Kyabra's desire to move towards a fairer society, we embrace the need for reconciliation. Within our region there are many Aboriginal and Torres Strait Islander families and in order to meaningfully engage we acknowledge the primary need for strengthened reconciliation.

Our CEO, David O'Toole, is our RAP Champion who chairs all RAP meetings and takes responsibility for relationships with all stakeholders including Elders.

Staff members of Kyabra's RAP Working Group are:

Shaneen Benstead (*Administration Officer*), Vicki Carrick (*Coordinator, Supervision and Practice Development*), Naomie Chapman - Indigenous member (*Child Care Worker*), Sam Choveaux (*Coordinator, Case Management and Coordination Team*), Melanie Hyland (*Resource Worker*), Jean Tally (*Facilitator*), Belinda West (*Human Resources*) and Michelle Whiting - Indigenous member (*Case Worker*).

In developing our first RAP our purpose was to engage staff in reflective conversations about reconciliation. The outcome of this was a deeper understanding of past experiences of First Australian Peoples and the associated trauma and impact of past practices. This enabled staff to take a personal stance around reconciliation. A flow on from this was the inclusion of RAP related celebrations and topics at all levels of the agency from team meetings to board meetings.

Kyabra liaised with Acacia Ridge Community Centre and held a community meeting focused on increasing community engagement and welcomed participation from community members. This was well attended with the inclusion of Aunty Margy, Aunty Alex, Peter Russo, Bendigo Bank and Kumara, all with wonderful reflections on Indigenous culture.

Kyabra's RAP Group continues its dedicated commitment to Reconciliation. This process aims to acknowledge and respect the significance of place, cultures, rights and wellbeing of Aboriginal and Torres Strait Islander peoples within our community. The past 12 months has seen our RAP develop into the Innovate Stage, after successfully completing the Reflect stage - which looked at reconciliation from an organisational level. The RAP Group was delighted to commence developing this next stage of the process (Innovate RAP) which focuses on wider engagement and contribution from community members and the local Indigenous community.

Kyabra is currently exploring strategies to build employment pathways with a number of organisations. Currently we are participating in a training scheme for an Indigenous worker. This is a partnership with Acacia Ridge Community Centre. We have a range of positions within the organisation and have identified that a significant barrier is around obtaining required qualifications so we are looking at how we can support people to access training.

This year Kyabra celebrated mostly internal events including the Anniversary of the National Apology on the 9th February 2016, where staff had attended a lunch which displayed the National Apology by Kevin Rudd which led to a very successful discussion. In March 2016, Kyabra staff celebrated Harmony Day with an afternoon tea with Kyabra's Executive Board. On the 6th July 2016, Kyabra attended Inala NAIDOC Family Fun Day event with a community stall, which was a huge success for the organisation and the local community.

We are very appreciative of the valuable contribution of local Elders and to Reconciliation Australia for their support. We look forward to another great year of relationships, respect, and opportunities and progress.



# Relationships



Given the history of ongoing injustices to this rich and varied culture/peoples, Kyabra is committed to developing partnerships that work to address past injustices and build more inclusive, fairer communities with Aboriginal and Torres Strait Islander peoples.

Actions	Responsibility	Timeline	Target
1. The RAP Working Group (RWG) continues to actively monitor RAP development, including implementation of actions, tracking progress and reporting.	CEO	Feb 2017	RAP Working Group oversees the development, endorsement and launch of the RAP.
		June and December 2017	Meet at least twice per year to monitor and report on RAP implementation.
		June and December 2018	
		June and December 2019	
		Jan 2017, ongoing	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG throughout the life of the RAP.
2. Celebrate National Reconciliation Week by providing opportunities for Aboriginal and Torres Strait Islander employees and other employees to build and strengthen relationships.	CEO with RAP Working Group (RWG)	Feb 2017	Establish Terms of Reference for the RWG
		May 2017	Organise at least one internal NRW event each year and invite an Aboriginal and Torres Strait Islander guest speaker
		May 2018	
		May 2019	
		May 2017	Register our NRW event via Reconciliation Australia's NRW website.
		May 2018	
		May 2019	
		May 2017	Organise and collaborate community events with community consultation and participation
		May 2018	
		May 2019	
3. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector.	CEO Team Leaders RAP Working Group Everyone	May 2017	Provide opportunities for Aboriginal and Torres Strait Islander employees, RAP working group and Senior Management/Staff to attend a community NRW event
		May 2018	Kyabra will promote NRW through social media and website
4. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.	CEO	Mar 2017	Implement and review a strategy to communicate our RAP to all internal and external stakeholders.
		Mar 2017	Promote reconciliation through ongoing active engagement with all stakeholders.
	CEO with RWG	Jul 2017	Develop and implement an engagement plan to work with our Aboriginal and Torres Strait Islander stakeholders.
		Jul 2018	
		Jul 2019	Meet with local Aboriginal and Torres Strait Islander organisations to develop guiding principles for future engagement.
	HR RWG	Jan 2017, ongoing	Create and maintain a database of Aboriginal and Torres Strait Islander stakeholder contacts to engage with on mutually beneficial opportunities.
	CEO	Mar 2017	Develop joint ventures, partnerships, pro bono support or secondment and community capacity opportunities with Watson Road, Gundo Mirra, St Thomas and Bendigo Bank.
RWG	Mar 2018 Mar 2019		





# Respect



A key strategic priority for Kyabra is strengthening community. Core to this is demonstrating respect in every aspect of our engagement within the community. In this context we will show respect for culture and acknowledge past injustices. This will also be demonstrated by celebrating Aboriginal and Torres Strait Islander cultural events.

Action	Responsibility	Timeline	Target
1. Engage employees in understanding the protocols around Acknowledgement of Country and Welcome to Country ceremonies to ensure there is shared meaning behind the ceremonies.	All Organisational Management Team Members	Jul 2017	Review, implement and communicate a cultural protocol document that includes local Aboriginal and Torres Strait Islander protocols along with Acknowledgement to Country and Welcome to Country protocols for Kyabra.
	CEO	Mar 2017	Review and update a list of contacts for organising Welcome to Country and maintaining respectful relationships.
	CEO	Apr 2017-2019	Invite a Traditional Owner to provide a Welcome to Country to all significant events.
	All Staff	Apr 2017, ongoing	Include Acknowledgement of Country at the commencement of important internal and external meetings.
	HR Coordinator Board	Apr 2017, ongoing	An Acknowledgement of Country statement is included in all publications, on our website and in email signatures.
2. Engage employees in cultural learning to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories and achievements.		Jun 2017 Jun 2018 Jun 2019	Provide cultural awareness training for Kyabra staff, which defines cultural learning needs of employees in all areas of our organisation and considers various ways that cultural learning can be provided including online, face to face workshops or cultural immersion.
	Team Leaders	Jun 2017	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.
	RWG	Jun 2017	Provide opportunities for RWG members, RAP Champions, HR managers and other key leadership to participate in intensive training.
3. Creating partnerships with local institutions to support their work around Aboriginal and Torres Strait Culture. Exploring joint ventures, partnerships, support or secondment and community capacity opportunities.	CEO Team Leaders Local Elders and other institutions in our geographic patch	Jul 2017, ongoing	Develop a collaboration group in Acacia Ridge to support children and families at Watson Road State School (includes health, community, police and education.)

Action	Responsibility	Timeline	Target
4. Provide opportunities for our Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events.	CEO	July 2017	Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.
	HR Coordinator	July 2018	
		July 2019	
	RWG	July 2017	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in local NAIDOC Week events.
		July 2018	
		July 2019	
	Team Leaders	July 2017	Support all staff to participate in NAIDOC Week events in the local community.
	July 2018		
	July 2019		
RWG	July 2017-2019	Hold an internal or public NAIDOC Week event.	
RWG	July 2017	Continue to support and partner with local Government and other organisations on local celebrations of NAIDOC Week.	
	July 2018		
	July 2019		
		July 2017-2019	Kyabra will promote NAIDOC Week through social media and website
5. Display Aboriginal and Torres Strait Islander peoples maps, flags and artworks throughout Kyabra Offices to demonstrate respect to First Australian Peoples cultures and stories.	CEO	Dec 2017	Organise and display artworks, maps and flags to build staff awareness and raise community consciousness for Aboriginal and Torres Strait Islander peoples cultures.
	RWG		
	RWG	Dec 2017	Display maps, artworks and posters in all interview rooms which includes an Acknowledgement to Country and relevant information about the artists, meaning and story behind the artworks.
6. Celebrate and recognise Aboriginal and Torres Strait Islander dates of significance.	RWG	Feb 2017, annually	Develop and distribute calendar of events and dates of cultural significance internally and externally.
	CEO	Feb 2017, ongoing	Continue to consult with key Aboriginal and Torres Strait Islander Elders, Leaders, clients and community members in the planning and implementation of Cultural Calendar events and celebrations.
	RWG		
	RWG	Feb 2017, ongoing	Liaise with other organisations to encourage them to celebrate and recognise Aboriginal and Torres Strait Islander events and dates of cultural significance.
	CEO	Mar 2017, annually	Invite Traditional Owners to discuss the meanings behind significant events and dates to Kyabra staff and partner organisations.



# Opportunities



We seek to create and support opportunities and employment pathways to cultivate and capitalise on the strengths and talents of our Aboriginal and Torres Strait Islander Community members. Central to Kyabra framework is to facilitate the participation in community life for all members. This includes employment, celebration, training and recreation.

Actions	Responsibility	Timeline	Target
1. Investigate opportunities within our organisation to increase Aboriginal and Torres Strait Islander employment opportunities.	RWG	Mar 2018	Review Literature <ul style="list-style-type: none"> <li>✦ Building an Indigenous Employment strategy</li> <li>✦ Racism Unmasked: The experience of Aboriginal and Torres Strait Islander students in Social work Placements. Paper to be circulated and discuss to improve our understanding of employment barriers and inform our employment strategy.</li> </ul>
	HR Coordinator	Aug 2017	Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed.
	CEO HR Coordinator	Nov 2017	Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy.
	CEO HR Coordinator	Jul 2017, ongoing	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.
	CEO	Mar 2018	Pilot different approaches to increasing Aboriginal and Torres Strait Islander employment within our organisation. This may include training pathways, apprenticeships, internships, cadetships, work experience.
	HR Coordinator	Jan 2017, ongoing	Advertise all vacancies in Aboriginal and Torres Strait Islander media.
2. Investigate opportunities to increase supplier diversity within our organisation.	CEO RWG	Mar 2017	Review procurement policies to identify barriers to Aboriginal and Torres Strait Islander businesses to supply our organisation with goods and services.
	Policy Working Party	Jan 2017	Develop and inform staff about using Aboriginal and Torres Strait Islander businesses.
	CEO	April 2017	Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.
	Policy Working Party	Jan 2017	Investigate Supply Nation membership.

Action	Responsibility	Timeline	Target
3. Support Aboriginal and Torres Strait Islander community small or casual business initiatives	All staff	Jul 2017, ongoing	Liaise with Aboriginal and Torres Strait Islander enterprises on how Kyabra can assist with supporting their organisation/business
		Mar 2017	Provide support to local Aboriginal and Torres Strait Islander dance groups to increase their reach in cultural sharing and opportunity for artist/cultural leaders with local young people and children.

## Tracking Progress

Action	Responsibility	Timeline	Target
1. Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report.	CEO RWG	30 September 2017	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
		30 September 2018	
		30 September 2019	
		Biennial	Investigate participating in the RAP Barometer.
2. Present tracking progress and reporting on RAP achievements, challenges and learnings internally and externally.	RWG CEO Board	October 2017-2019	Publically report our RAP achievements, challenges and learnings.
		October 2017-2019	Include in annual report each year.
3. Review, refresh and update RAP.	RWG	January 2019	Review, refresh and update RAP based on learnings, challenges and achievements.
		Feb 2019	Send draft RAP to Reconciliation Australia for formal feedback and endorsement.



## Contact Details

David O'Toole, Chief Executive Officer

Kyabra Community Association Inc

07 33739499

[davido@kyabra.org](mailto:davido@kyabra.org)

[www.kyabra.org](http://www.kyabra.org)