

Innovate Reconciliation Action Plan

March 2022 – March 2024





Statement from CEO of Reconciliation Australia

Reconciliation Australia commends Roseberry Community Services on the formal endorsement of its inaugural Innovate Reconciliation Action Plan (RAP).

Commencing an Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build strong foundations and relationships, ensuring sustainable, thoughtful, and impactful RAP outcomes into the future.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

This Innovate RAP is both an opportunity and an invitation for Roseberry Community Services to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders.

By investigating and understanding the integral role it plays across its sphere of influence, Roseberry Community Services will create dynamic reconciliation outcomes, supported by and aligned with its business objectives.

An Innovate RAP is the time to strengthen and develop the connections that form the lifeblood of all RAP commitments. The RAP program's framework of *relationships, respect, and opportunities* emphasises not only the importance of fostering consultation and collaboration with Aboriginal and Torres Strait Islander peoples and communities, but also empowering and enabling staff to contribute to this process, as well.

With close to 3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. Roseberry Community Services is part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and intention, and transformed it into action.

Implementing an Innovate RAP signals Roseberry Community Services' readiness to develop and strengthen relationships, engage staff and stakeholders in reconciliation, and pilot innovative strategies to ensure effective outcomes.

Getting these steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Roseberry Community Services on your Innovate RAP and I look forward to following your ongoing reconciliation journey.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



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Our vision for reconciliation

Our vision for reconciliation is a community that understands the past injustices for Aboriginal and Torres Strait Islander peoples while working towards a shared future of equality and equity and striving for the removal of racism. For Roseberry Qld, we aim to exist as an inclusive and diverse workplace who engages with First Nations peoples in all of the communities in which we work.



Figure 1 Roseberry Qld Staff with Darumbal Dancers. NAIDOC Week 2019

Our Business

Roseberry Qld (RQ) is a community based non-profit company limited by guarantee and registered charity. For more than 30 years, RQ has provided a range of services, in the Central Queensland region, to meet the identified needs of youth, individuals and families who are experiencing difficulty or are socially and financially disadvantaged.

Our offering of youth crisis accommodation, emergency, and longer-term social housing as well as affordable housing, youth support Initiatives, Transition to Independent Living (TIL) and Youth and Family Support services are focused at early and remedial intervention to improve the lives of our communities' youth and families, particularly those at risk.

RQ, as Lead Agency for headspace Gladstone and Rockhampton, has a consortium of local community organisations. Headspace is a one stop support mental health service for youth having a tough time. Our ParentsNext program, is working with parents of young children at risk of welfare dependency, within the CQ area.

RQ operates under an ethos of self-empowerment and provides support and encouragement for our clients to

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take responsibility for their own decision-making. Our mission is to assist people through the provision of homes, strengthening families and providing supportive pathways for young people and families. We achieve this by adhering to our core values and conducting our service with professionalism, with self-determination, with community connection, with people-centered objectives and by remaining flexible.

Our vision is a strong, vibrant, compassionate community.

We currently employ over 55 staff in the Central Qld region, with approx. 14% (8) identifying as Aboriginal and/or Torres Strait Islander people. Our footprint covers from Agnes Waters in the south, north to Emu Park and west to Emerald. As of October 2021, we operate across six sites including offices in Gladstone and Rockhampton, headspace in both centres and youth shelters in both centres.

Our sphere of influence covers areas working with Aboriginal and Torres Strait Islander community controlled organisations, other community service providers throughout Qld, peak bodies such as QCOSS, QShelter, CHIA Qld and CSIA, Departments of Housing, Communities, Health and Employment. We work with all levels of government representatives and individual community members.



Figure 2 Roseberry Qld Staff attending NAIDOC March 2019

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RQ Key Signature Behaviours

RQ identified four 'Key Signature Behaviours' for our organisation. These are behaviours that all staff should adhere to at all times. We believe that these behaviours also fit perfectly into our RAP and will go a long way to support our RAP deliverables and to grow as an organisation that fully supports Reconciliation.

Key Signature Behaviour	How it Relates to our RAP
<p>We Strengthen People's Lives</p>	<p>We strengthen the lives of, not just our clients and staff, but of our communities, including our Aboriginal and Torres Strait Islander communities through inclusion, support for reconciliation and striving for equality and equity.</p>
<p>We Build Effective Relationships</p>	<p>In order to build effective relationships, RQ must follow the deliverables of its RAP to ensure that relationships with Aboriginal and Torres Strait Islander peoples and organisations are built on a foundation of respect, equality and common ground with an understanding of the past and an eye on the future.</p>
<p>We Work and Learn Together</p>	<p>Our RAP and support for reconciliation is an all of organisation matter. We must continue to incorporate all staff into our RAP and ensure that regular, relevant training and education sessions are conducted as a group.</p>
<p>My Decisions Support Roseberry's Future</p>	<p>All staff must be engaged in the process of reconciliation. RQ will continue to utilise training and sessions at our All Staff Days to communicate our RAP and forge a future that incorporates reconciliation in everything we do.</p>

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Our RAP

As a community organisation, working with the people of Central Queensland (and beyond), for more than 30 years, we have seen some progress with social, economic, physical, and mental well-being of our community, but we want more for our nation's Aboriginal and Torres Strait Islander peoples.

Many times, with changes in government, we have seen the 'slate wiped clean' and have become more determined that change needs to happen, from within our organisation, for us to make any difference. We believe that the work our organisation carries out, would be of more value if we worked closely with First Nations peoples to consolidate needs of our community members.

Over the many years RQ has been offering services, we have worked with many Aboriginal and Torres Strait Islander peoples but have not fully understood their histories and cultures.

We, as an organisation, decided that awareness was not just something we wanted to 'tick off,' we wanted to enact genuine engagement with our community members and other experts, to build our capacities to work at a quality level.

We began our cultural awareness, early in 2016, as a whole staff, and are eager to continue these learnings. We had formed a Reconciliation Action Plan Committee (RAP Committee), who work closely with all staff, to implement our plan. Within the RAP Committee, we have Youth Workers, Social Workers, Community Engagement Leaders, Care Coordinators, Managers and our General Manager. We have collectively nominated a Senior Youth Worker as our inaugural RAP Champion and RAP Chair. We have incorporated Aboriginal and Torres Strait Islander representation on this group through Aboriginal and Torres Strait Islander staff being a key part of the Committee and have invited external Aboriginal and Torres Strait Islander community partners to join meetings. Currently, 4 members of the RAP Committee identify as First Nations people. We have implemented a number of strategies to support our commitment to reconciliation including, an Aboriginal and Torres Strait Islander Engagement Strategy, an Aboriginal and Torres Strait Islander Recruitment and Retention Strategy and a Cultural Learning Strategy. In 2021, we expanded our RAP Committee to a Reconciliation, Diversity and Inclusion Action Committee (RDIAC). The RDIAC consists of a RAP Sub-Group whose entire remit is to ensure the actions outlined within the RAP are carried out. Aboriginal and Torres Strait Islander members of staff are encouraged to be part of the committee.

The three pillars that underpin our RAP are;

- Relationships
- Respect
- Opportunities

built upon a strong foundation of:

- Governance



Relationships

Roseberry Qld strives to foster strong relationships with Aboriginal and Torres Strait Islander peoples, to ensure our core business offers services that are inclusive, accessible and relevant to the needs of First Nations peoples. In order to work 'with' and not 'to,' we need to develop relationships between Aboriginal and Torres Strait Islander peoples and other Australians that are based on trust, respect and mutual understanding as a minimum.

Focus area: Key strategic direction is people, relationships and sustainability.

Action	Deliverable	Timeline	Responsibility
Roseberry Qld will establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Continue to meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Review June & December 2022, 2023	Lead: GM Support: RDIAC Chair, Managers
	Utilise and refine our Aboriginal and Torres Strait Islander Engagement Strategy to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Review June 2022, 2023	Lead: RDIAC Chair Support: GM, Managers
Roseberry Qld will build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2022, 2023	RDIAC Chair
	RDIA committee and internal RAP Committee members to participate in an external NRW event annually.	27 May-3 June 2022, 2023	Lead: RDIAC Chair Support: RDIA Committee
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May-3 June 2022, 2023	Lead: GM Support: RDIAC Chair, Managers
	Organise at least one NRW event each year.	27 May-3 June 2022, 2023	Lead: RDIAC Chair Support: RDIA Committee
	Register all our NRW events on Reconciliation Australia's NRW website .	May 2022, 2023	RDIAC Chair
Roseberry Qld will promote reconciliation through our sphere of influence.	Continue to implement strategies to engage RQ staff in reconciliation, including a discussion of our RAP in new employee induction process.	Review May 2022, 2023	Lead: GM Support: RDIAC Chair, Managers
	Communicate our commitment to reconciliation publicly.	November 2022, 2023	Lead: GM Support: RDIAC Chair, Managers
	Continue to explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Review March 2022, 2023	RDIAC Chair, GM, Managers
	Encourage other service providers in our area to develop a RAP.	Review July 2022, 2023	GM
	Continue to collaborate with the RAP network and/or other like-minded organisations to develop ways to advance reconciliation.	Review October 2022, 2023	GM
Roseberry Qld will promote positive race relations through anti-discrimination strategies.	Continuously review HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Review April 2022, 2023	Lead: Business Manager Support: RDIAC Chair
	Continuously review and communicate RQ anti-discrimination policies.	Review March 2022, 2023	RDIAC Chair

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Continue to engage with Aboriginal and Torres Strait Islander staff and external Aboriginal and Torres Strait Islander bodies to consult on our anti-discrimination policy.	Review March 2022, 2023	RDIAC Chair
Continue to educate team leaders on the effects of racism.	Review June 2022, 2023	GM
Explore anti-racism strategies/initiatives that influence our community and sphere of influence	April 2022, 2023	RDIAC Chair
Host relevant visual media presentations (eg. The Final Quarter) and explore and discuss the impact of the film's messages through workshops at regular RQ All Staff Days.	March July, November 2022, 2023	GM



Figure 3 Reconciliation Week 2019

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Respect

Roseberry Qld believes that respect for Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights are important to fully implementing our goal of an inclusive organisation that is aware of and aims to address reconciliation in all areas of our organisation and service delivery.

Focus area: Key strategic direction is understanding and respect.

Action	Deliverable	Timeline	Responsibility
Roseberry Qld will increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Continuously review the cultural learning needs within Roseberry Qld.	Review March 2022, 2023	RDIAC Chair
	Continue to consult local Traditional Owners and Aboriginal and Torres Strait Islander groups on the implementation of the RQ Cultural Learning Strategy; and continue to utilise local cultural immersion opportunities for staff.	Review June 2022, 2023	RDIAC Chair
	Communicate the RQ Cultural Learning Strategy for our staff.	Review January 2023, 2024	RDIAC Chair
	Continue to provide opportunities for RDIA Committee members, managers and other staff to participate in formal and structured cultural learning.	Review January 2023, 2024	RDIAC Chair
	Explore initiatives in consultation with Traditional Owners that contribute to truth-telling at a community level.	April 2022, 2023	RDIAC Chair
Roseberry Qld will demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Continue to increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Review January 2023, 2024	RDIAC Chair
	Develop, implement, and communicate a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	April 2022	RDIAC Chair
	Continue to invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at significant events each year.	Review March and September 2022, 2023	RDIAC Chair
	Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Review January 202, 2024	Lead: GM Support: Managers
Roseberry Qld will build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RDIA Committee and internal RAP Committee members to participate in an external NAIDOC Week event annually.	July 2022, 2023	Lead: GM Support: RDIA Committee
	Continuously review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2022, 2023	Lead: Business Manager Support: RDIAC Chair
	Continue to promote and encourage participation in external NAIDOC events to all staff.	July 2022, 2023	Lead: RDIAC Chair Support: GM, Managers

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Opportunities

Roseberry Qld's commitment to reconciliation includes providing opportunities for employment for Aboriginal and Torres Strait Islander peoples as well as sourcing Aboriginal and Torres Strait Islander businesses and suppliers wherever possible. We believe that these opportunities make a positive impact in our communities and contribute towards the greater goal of reconciliation and contributes to our vision of fostering an inclusive and diverse workplace.

Action	Deliverable	Timeline	Responsibility
Roseberry Qld will improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	March 2022, 2023	GM
	Continue to engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention, and professional development strategy.	Review September 2022, 2023	RDIAC Chair
	Continue to implement and refine RQ's Aboriginal and Torres Strait Islander Recruitment and Retention Strategy.	Review September 2022, 2023	RDIAC Chair
	Continue to advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Review March 2022, 2023	Lead: GM Support: Managers
	Continuously review HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	Review March 2022, 2023	Lead: Business Manager Support: RDIA Committee
	Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce.	Review March 2022, 2023	GM
Roseberry Qld will increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop and implement an Aboriginal and Torres Strait Islander procurement strategy.	April 2022	Business Manager
	Develop and communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	May 2022	Business Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	May 2022, 2023	Business Manager
	Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	Review May 2022, 2023	Business Manager
Roseberry Qld will improve the cultural safety of Roseberry programs and spaces to ensure they meet the needs of Aboriginal and Torres Strait Islander peoples	Review how information on RQ services and programs is presented and disseminated, to ensure that it is accessible and culturally appropriate.	Review June 2022, 2023	GM
	Develop guide for managers on how spaces can be made inclusive.	April 2022	RDIAC Chair
	Review program sites and spaces to ensure there are culturally inclusive spaces within our service.	Review September 2022, 2023	GM

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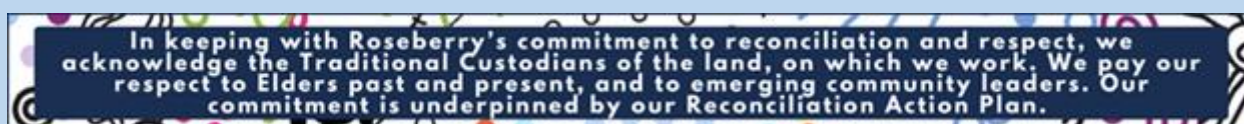
Figure 4 All Staff Day - Cultural Awareness Training - Dreamtime Cultural Centre March, 2019



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Governance

Action	Deliverable	Timeline	Responsibility
Roseberry Qld will establish and maintain an effective RAP Sub-Committee of the RDIAC to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RDIA Committee and RAP Committee.	Review March 2022, 2023	RDIAC Chair
	Review and refine Terms of Reference for the RDIA Committee and RAP Committee.	Review March 2022, 2023	RDIAC Chair
	Meet at least six times per year to drive and monitor RAP implementation. <ul style="list-style-type: none"> Agenda Setting Meeting Quarterly Meetings Reconciliation Week Meetings 	Review March 2022, 2023 March 2022 March, June, September, December 2022. Commence March 2022, 2023	RDIAC Chair
Roseberry Qld will provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	Review March 2023	Lead: GM Support: RDIAC Chair
	Continue to engage our managers and other staff in the delivery of RAP commitments.	Review March and September 2022, 2023	RDIAC Chair
	Maintain appropriate systems to track, measure and report on RAP commitments.	RAP Registers updated monthly Review March 2023	RDIAC Secretary
	Maintain an internal RAP Champion from senior staff.	Review February 2023, 2024	Lead: GM Support: RDIAC Committee
Roseberry Qld will build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to ensure that our primary and secondary contacts are up-to-date to ensure we are receiving important correspondence.	June 2022, 2023 (and annually)	RDIAC Chair
	Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire.	August 2022, 2023 (and annually)	RDIAC Chair
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2022, 2023 (and annually)	GM
	Continue to report RAP progress to all staff and management at least quarterly.	March, June, October, December 2022, 2023	RDIAC Chair
	Publicly report our RAP achievements, challenges, and learnings, annually.	August 2022, 2023	GM
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2022	GM
Roseberry Qld will continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2023	RDIAC Chair



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