



# Kyabra Community Association Inc.

## Reconciliation Action Plan

INNOVATE  
2020-2022





# 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 a fair, thriving, sustainable communities that instil hope, embrace diversity, promote safety, and in which all people feel a sense of belonging. Our strategic priorities are to promote diversity and sustainability, to strengthen our communities, and to strive for excellence in practice.

Kyabra has two main offices at Runcorn (Brisbane) and Nambour, as well as services located in community and service hubs throughout south eastern Queensland. 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 has embedded a strengths approach in working with community members, and seeks opportunities for workers to celebrate and share knowledge, skills, success and failure in an effort to enhance practice with the aim of building a fairer and safer community.

At Kyabra there are 70 part time and full time staff including 4 Aboriginal and Torres Strait Islander workers plus 50 casual Support and Peer Workers. Staff work across the Runcorn office, Nambour office, Kyabra Early Years Place (Sunnybank), KEIHS locations, and Richlands Community Centre.

We offer a range of services across housing and homelessness support; mental health and Carer supports; foster and kinship care; family, children and parenting supports; financial resilience; domestic and family violence supports; and National Disability Insurance Scheme (NDIS).

**Housing and Homelessness support:**

The Accommodation Support service offers accommodation and confidential conversations with families who are homeless or at risk of homelessness. Housing is provided on a short to medium term basis with timeframes that reflect the needs of each individual situation.

Homelessness early intervention programs are based in Brisbane and Sunshine Coast to support families to maintain their current accommodation or to access more sustainable accommodation. KEIHS (Keys to Early Intervention in Homelessness Service) operates in partnership with other providers in hubs located in Deception Bay, Caboolture, Maroochydore, Nambour, Gympie and Caloundra.

**Mental Health and Carer support:**

We offer a range of group-based educational activities to people with a mental illness, their family and other significant people that support them.

**Foster and Kinship Care:**

We recruit and train foster carers, and provide ongoing support to Foster and kinship Carers who care for children and young people who are unable to live with their birth parents, and who have been placed in the out-of-home-care system.

**Family, Children & Parenting:**

We provide learning opportunities to individuals and families who are interested in identifying and strengthening skills and knowledge to support family relationships, parenting and early childhood development with our Play and Grow, Sing and Grow, Play Bus and many other parenting groups.

We operate a short hours children care centre Monday to Friday located in Sunnybank Hills.

We run parenting courses each term, including 'Circle of Security' and 'Nurtured Hearts Approach'

**Financial Resilience:**

Kyabra also 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.

**Domestic and family violence:**

Our Sunshine Coast site, based in Nambour, offers a range of professional supports and services to address homelessness and domestic violence in the community.

A purpose-built domestic and family violence shelter "Peggy's Place" for single women and women with children escaping gendered violence (six units)

Units for single women, families and parents who have overnight contact with their children.

**NDIS:**

The National Disability Insurance Scheme (NDIS) started rolling out across South East Queensland on 1 January 2017; and we continued our 40 years of providing disability support through the new disability scheme.

Kyabra is a registered NDIS Provider, and provides NDIS Participants with Support Workers for in-home and community support; and has a team of Support Coordinators who assist with organising and managing supports and services.



# Our RAP / Innovate 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 Straits Islander families and 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. The membership of the RAP Working Group is reviewed every year. New members are invited to join as required to ensure the working group has new ideas as well as continuity. Group members are nominated from the Kyabra work teams and take on a representative role for their team. Aboriginal and Torres Strait Islander staff are encourage/invited to join RAP as ongoing members or to attend meetings if they so wish.

RAP Membership for 2020-2022 will be guided by the Terms of Reference (RAP Working Group).

We continue our journey through Innovate RAP which focuses on wider engagement and contribution from community members and the local Indigenous community.

Through consultation with elders and engagement with Aboriginal and Torres Strait Islander community members, a greater understanding of the impacts of past trauma will be realised. It is only through this acknowledgement and understanding that a path towards Reconciliation can be forged.

It is hoped this continued commitment to education and understanding the rights, culture, diversity and strengths of Australia's First Peoples will be widely known, acknowledged and respected.

Throughout the year, the RAP Working Group uplifted the Aboriginal and Torres Strait Islander dates of cultural significance by celebrating NAIDOC, Sorry Day and National Reconciliation Week. A major feature of this year was the creation of permanent yarning circle at Runcorn. Additionally, there was a significant piece of work done to develop a protocol document for Acknowledgment of Country, which is an additional way we apply our organisational values of Respect and Cultural recognition at Kyabra internal and external events.

Kyabra staff and community members were involved in many reconciliation activities and event this year. To celebrate National Aboriginal and Islander Children's Day in August, Kyabra staff were out in force at the Murri Kids in the Park Event. Many staff were involved in face painting, providing show bags and entertainment. Indigenous cultural entertainer Sharon Lindt and her Australian bush companions was very popular, and Kyabra is planning to engage them in the course of this RAP plan.

Kyabra workers also had the opportunity to engage in cultural training "Spirit Dreaming" with Mel Brown. Her practical approach to engaging with culture made her training accessible for all, and feedback from staff was informative to guiding future cultural awareness training.

Finally, with the assistance of the Seventeen Mile Rocks Men's Shed Movement, we established a permanent Yarning Circle in Kyabra grounds as part of NAIDOC celebrations. This circular sandstone structure has since been utilised for smoking ceremonies and is the perfect environment to hold discussions of a cultural nature. It is hoped this will become a meeting place for Kyabra employees, community members and organisations who will value the cultural significance and spiritual feel of this space.

With the assistance of Aboriginal elder Steven Coghill, the RAP Working Group developed a draft protocol document and invited organisational feedback. In April 2019, these protocols were circulated to Kyabra staff in relation to Acknowledgement of Country and Welcome to Country. The recommended words for the Kyabra Acknowledgement to Country are:

“I honour and acknowledge the Traditional Custodians of the land on which I work and live, and recognise their connection to land, water and community. I pay respect to Elders past, present and emerging. I believe that cultural recognition is an important element of the reconciliation process”\* (\* This acknowledgement can be personalised and localised for the purpose of the meeting and by the person delivering the Acknowledgement to Country).

Kyabra continues to explore strategies to build employment pathways with a number of organisations, and actively pursues student placements and traineeships for Aboriginal and Torres Strait Islander students. Opportunities for partnerships with training providers and universities are continually sought, discussed and actioned. One of these partnerships that Kyabra continues to explore is with the Aboriginal and Torres Strait Islander Department at Griffith University, to provide work experience and practicum opportunities to students undertaking studies in the Human Services/Social Work streams.

Kyabra seeks to engage with local community organisations and government entities to further support reconciliation efforts. In 2019, initial steps were taken to engage with the Queensland State Archives which is situated next to the Runcorn Kyabra office. It is hoped that joint activities can be undertaken, as well as supporting each other to promote reconciliation efforts.

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





# 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 2020	RAP Working Group oversees the development, endorsement and launch of the RAP.		
		June and December 2020	Meet at least twice per year to monitor and report on RAP implementation.		
		June and December 2021			
		June and December 2022			
		Jan 2020, ongoing	Ensure Aboriginal and Torres Strait Islander peoples are represented on the RWG throughout the life of the RAP.		
		Feb 2017	Establish Terms of Reference for the RWG		
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)	May 2020	Organise at least one internal NRW event each year and invite an Aboriginal and Torres Strait Islander guest speaker		
		May 2021			
		May 2022			
		May 2020	Register our NRW event via Reconciliation Australia's NRW website.		
		May 2021			
		May 2022			
		May 2020	Organise and collaborate community events with community consultation and participation		
		May 2021			
3. Raise internal and external awareness of our RAP to promote reconciliation across our business and sector.	CEO Managers RAP Working Group Everyone	May 2020	Provide opportunities for Aboriginal and Torres Strait Islander employees, RAP working group and Senior Management/Staff to attend a community NRW event		
		May 2021			
		May 2022			
		May 2020	Kyabra will promote NRW through social media and website		
		May 2021			
		May 2022			
		4. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.	HR RWG	Mar 2020	Implement and review a strategy to communicate our RAP to all internal and external stakeholders.
				Mar 2020	Promote reconciliation through ongoing active engagement with all stakeholders.
4. Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities and organisations to support positive outcomes.	CEO RWG	Jan 2020, ongoing	Create and maintain a database of Aboriginal and Torres Strait Islander stakeholder contacts to engage with on mutually beneficial opportunities.		
		Mar 2020	Develop joint ventures, partnerships, pro bono support or secondment and community capacity opportunities with Gundo Mirra and the Murri School.		
		Mar 2021			
		Mar 2022			



# 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 2020	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 2020	Review and update a list of contacts for organising Welcome to Country and maintaining respectful relationships.
	CEO	Apr 2020-2022	Invite a Traditional Owner to provide a Welcome to Country to all significant events.
	All Staff	Apr 2020, ongoing	Include Acknowledgement of Country at the commencement of important internal and external meetings.
	HR Coordinator Board	Apr 2020, 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 2020 Jun 2021 Jun 2022	Provide cultural awareness training for Kyabra permanent 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.
	Managers	Jun 2020	Investigate opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to develop cultural awareness training.
	RWG	Jun 2020	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	2021	Collaborate with the Murri School around cultural days of significance/events.
	Managers Local Elders and other institutions in our geographic patch	2022	

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 HR Coordinator	July 2020 July 2021 July 2022	Review HR policies and procedures to ensure there are no barriers to staff participating in NAIDOC.
	RWG	July 2020 July 2021 July 2022	Provide opportunities for all Aboriginal and Torres Strait Islander staff to participate in local NAIDOC Week events.
	Team Leaders	July 2020 July 2021 July 2022	Support all staff to participate in NAIDOC Week events in the local community.
	RWG	July 2020-2022	Hold an internal or public NAIDOC Week event.
	RWG	July 2020 July 2021 July 2022	Continue to support and partner with local Government and other organisations on local celebrations of NAIDOC Week.
		July 2020-2022	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 RWG	Dec 2020
RWG		Dec 2020	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 2020, annually	Develop and distribute calendar of events and dates of cultural significance internally and externally.
	CEO RWG	Feb 2020, 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	Feb 2020, 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 2020, 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.	HR Coordinator	Aug 2020	Review HR procedures and policies to ensure barriers to Aboriginal and Torres Strait Islander employees are able to be addressed.
	CEO HR Coordinator	Nov 2020	Develop and implement an Aboriginal and Torres Strait Islander employment and retention strategy.
	CEO HR Coordinator	Jul 2020, ongoing	Engage with existing Aboriginal and Torres Strait Islander staff to consult on employment strategies, including professional development.
	CEO	Mar 2021	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 2020, ongoing	Advertise all vacancies in Aboriginal and Torres Strait Islander media.
2. Investigate opportunities to increase supplier diversity within our organisation.	CEO RWG	Mar 2020	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 2020	Develop and inform staff about using Aboriginal and Torres Strait Islander businesses.
	CEO	April 2020	Develop at least one commercial relationship with an Aboriginal and Torres Strait Islander business.

Action	Responsibility	Timeline	Target
3. Support Aboriginal and Torres Strait Islander community small or casual business initiatives	All staff	Jul 2020, ongoing	Liaise with Aboriginal and Torres Strait Islander enterprises on how Kyabra can assist with supporting their organisation/business
		Mar 2020	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 2020	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.
		30 September 2021	
		30 September 2022	
		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 2020-2022	Publically report our RAP achievements, challenges and learnings.
		October 2020-2022	Include in annual report each year.
3. Review, refresh and update RAP.	RWG	January 2022	Review, refresh and update RAP based on learnings, challenges and achievements.
		Feb 2022	Send draft RAP to Reconciliation Australia for formal feedback and endorsement.





## Contact Details

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