

August 2024 – August 2026

Innovate Reconciliation Action Plan



Roseberry Qld acknowledge the Traditional Custodians of the lands on which we work. We pay our respect to Elders past and present and to emerging community leaders. Our commitment is underpinned by our Reconciliation Action Plan. Roseberry Qld believes that everyone has a part to play in our organisation and our communities. We believe that diversity makes us stronger, more relatable to our clients and a better organisation. Roseberry Qld believes that our motto “A strong, vibrant, compassionate community” can only be achieved by embracing diversity and inclusion to the fullest extent. Roseberry Qld will strive for equality, freedom and fairness and for the elimination of discrimination.



**RECONCILIATION
ACTION PLAN**

INNOVATE



Second Innovate RAP

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

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

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 continues to be part of a strong network of more than 3,000 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

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

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that Roseberry Community Services will continuously draw upon to create RAP commitments rooted in experience and maturity.

These learnings extend to Roseberry Community Services using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

The RAP program's emphasis on *relationships*, *respect*, and *opportunities* gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for Roseberry Community Services to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, Roseberry Community Services will ensure shared and cooperative success in the long-term.

Gaining experience and reflecting on pertinent learnings will ensure the sustainability of Roseberry Community Service's future RAPs and reconciliation initiatives, providing meaningful impact toward Australia's reconciliation journey.

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

Karen Mundine
Chief Executive Officer
Reconciliation Australia



Our vision for reconciliation

Our vision for reconciliation is to see our community thrive and work together for a better future for Aboriginal and Torres Strait Islander peoples. We seek to create meaningful, positive change through understanding past injustices and their impacts, striving to be inclusive and accepting, supporting the community to heal, leading calls for Truth-telling and Aboriginal and Torres Strait Islander Voices to be heard. We intend on continuing to champion reconciliation in all of our dealings and in calling for community support for Voice, Treaty and Truth.

Our business

Roseberry Qld is a Non-Profit Company & Registered Charity

Roseberry is a community-based organisation providing a range of services to meet the identified needs of young people and families who are experiencing difficulty.

Our Vision

A strong, vibrant and compassionate community.

Our Purpose

Our purpose is to empower community to enable the most vulnerable people to lift themselves out of disadvantage and to create safe, vital, and resilient lives for their families and community.

Our Background

Roseberry Qld was created in the mid 1980's by a team of dedicated volunteers who recognised that our community needed to create a solution to youth homelessness. Our first major project was the purchase of a house in Roseberry St, Gladstone so that we could create a youth shelter and provide support to young people.

From these humble beginning, Roseberry Qld – now a registered Charity and community led corporation, has grown to provide programs and services across regional Queensland that aim to empower communities to life themselves out of disadvantage.

Our focus is on growing our services so that we can take a holistic approach in supporting young people and this includes focusing on growing and developing programs that can provide:



Our Region

We currently employ over 70 staff in the Central Qld region, with approx. 12% (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 December 2023, we operate across six physical sites including offices in Gladstone and Rockhampton, headspace in both centres and youth shelters in both centres and outreach into the Capricorn Coast, Central Highlands, Callide and Banana regions.

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 and CSIA, Departments of Housing, Communities, Health and Employment. We work with all levels of government representatives and individual community members.

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
We Strengthen People's Lives	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.
We Build Effective Relationships	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.
We Work and Learn Together	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.
My Decisions Support Roseberry's Future	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.

Our RAP

Our first RAP was endorsed in 2022 after several years of an organisation-wide focus on supporting reconciliation, providing education and training to staff and taking steps to support the stamping out of racism and discrimination across our organisation and throughout the communities we serve.

RQ's first RAP was truly a labour of love, born from our desire for a better future for Aboriginal and Torres Strait Islander peoples and one where reconciliation, Truth-telling and healing were key elements of the journey.

We have celebrated our successes, promoted reconciliation amongst staff clients, community members and others and adopted reconciliation as a key pillar in the organisation's structure and profile. The organisation is 100% behind our RAP and our strive for reconciliation from our Board, to the General Manager, all managers and right down.

Our first RAP demonstrated our desire to do more and to incorporate our RAP and associated plans and strategies into the very core of the organisation. Through our initial RAP, we have put in place Aboriginal and Torres Strait Islander Engagement Strategies, Aboriginal and Torres Strait Islander Recruitment and Retention Strategies, Cultural Learning Strategies, a Diversity and Inclusion Policy and a multitude of other concrete plans and associated actions to support RQ to being a driver for change and reconciliation in our communities.

Our previous RAP provided the organisation with a very useful demonstration of the good that a small organisation can do in the sphere of reconciliation and has emboldened us to go beyond the essentials and branch out into further entrenching reconciliation as a core part of our DNA.

Our previous RAP not only allowed staff across the organisation to become better acquainted with Aboriginal and Torres Strait Islander cultures and histories but to be aware of their treatment post European colonisation and the numerous atrocities committed against them. The education and awareness component of our RAP has directly led to increasing understanding of these issues, not just by Roseberry Staff, but others within the community.

Roseberry Qld organised Rockhampton's first ever Walk for Reconciliation which was well attended by a large contingent of community members. We hope to continue organising this as an annual event in National Reconciliation Week.

Our relationships with Aboriginal and Torres Strait Islander individuals, groups and organisations has continued to develop as a result of our RAP and the actions taken to grow relationships and partnerships. Roseberry Qld enjoys positive relationships with a number of organisations including Darumbal Community Youth Services, Central Queensland Indigenous Development (CQID), Port Curtis Coral Coast Trust, Nhulunyu Health Service, and others. We have included local Elders in events and activities including a Walk on Country as well as National Reconciliation Week events.

Our current RAP builds upon the strong foundations put in place from our first effort and further strengthens and embeds Roseberry's commitments across all areas of the organisation and to all cohorts and stakeholders.

Our Reconciliation, Diversity and Inclusion Action Committee (RDIAC) consists of members from across the organisations program areas and included 4 members who identify as First Nations people.

- Yaleela Torrens - Board member,
- Jo Paringatai - General Manager,
- Michelle Brook - Youth and Family Services Manager,
- Sophia Mackenzie - Headspace Centre Manager (Chair, RAP Champion),
- Fabian Webber – Homelessness Coordinator,
- Ebony Watson - Community Engagement officer,
- Arrizona Bates – Youth Worker,
- Lauren Bull – Communications Officer,
- Wyatt Medlin - Care Coordinator,
- Nikita Horvat - Youth Development Mentor

- Billie Hamilton – Housing Officer

The RDIAC has a set Terms of Reference which strongly supports Aboriginal and Torres Strait Islander representation on the committee and guides the group by setting expectations and the functions of the group. Support from the Board and management have been a key element of the success of the group.

Roseberry Qld appointed the Reconciliation, Diversity and Inclusion Action Committee Chair as its RAP Champion. The RDIAC Chair is nominated/appointed each year at the first RDIAC Meeting.



2024 Rockhampton NAIDOC March

VOICE, TREATY, TRUTH

Roseberry Qld is committed to the principles of Voice, Treaty and Truth.

VOICE

Roseberry Qld fully supports the Uluru Statement from the Heart and the Voice to Parliament. RQ signed up as an organisational supporter through Reconciliation Australia and actively supported a Yes vote both internally and externally.

We will continue to support the Uluru Statement and ongoing efforts to enshrine Aboriginal and Torres Strait Islander recognition and a Voice.

TREATY

Commitment Statement – Path to Treaty

Roseberry Qld is committed to supporting the Queensland Government's Path to Treaty process and undertaking any and all activities within our purview to ensure the success of the Path to Treaty.

Roseberry Qld has a longstanding commitment to the Reconciliation process and are guided by our Reconciliation Action Plan (RAP), Reconciliation, Diversity and Inclusion Strategy and the work of our Reconciliation, Diversity and Inclusion Action Committee (RDIAC). We believe that support for Path to Treaty is a natural extension of these efforts.

Roseberry Qld's support for the Path to Treaty is embedded in a long-held belief that our staff, clients and community have a shared duty to respect and protect the histories, cultures, and deep connection to the lands and waters of Queensland of Aboriginal and Torres Strait Islander peoples.

As part of our commitment, Roseberry Qld will:

- *Avoid 'tokenistic' actions and empty words.*
- *Continue to engage respectfully and without bias or discrimination with Aboriginal and Torres Strait Islander organisations, groups, and individuals.*
- *Continue to meet the actions of our RAP.*
- *Continue to promote cultural competency within our workforce, clients, and community.*
- *Acknowledge the pain and suffering and generational trauma brought about by European settlement on these lands and numerous harmful events and actions since that time.*
- *Assist wherever possible with the truth-telling and healing process.*

Roseberry Qld commends the Path to Treaty process and is committed to positive action to ensure its success.

TRUTH

Roseberry Qld have been a consistent voice for Truth-telling and sharing the stories of Aboriginal and Torres Strait Islander Australia, both the proud connection to these lands spanning at least 65,000 years and the more recent painful moments since European colonisation. We believe that Truth-telling is an integral part of reconciliation and an essential element in healing and coming together.

We will continue to support Truth-telling across our engagements with staff, clients, funding partners, other stakeholders, and the community at large.

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
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 2024, 2025, 2026	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 2025, 2026	Lead: RDIAC Chair Support: GM, Managers
Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025, 2026	RDIAC Chair
	RDIAC to participate in an external NRW event.	27 May- 3 June 2025, 2026	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 2025, 2026	Lead: GM Support: RDIAC Chair, Managers
	Organise at least one NRW event in both Gladstone and Rockhampton each year.	27 May- 3 June 2025, 2026	Lead RDIAC Chair Support: RDIA Committee
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2025, 2026	RDIAC Chair
Promote reconciliation through our sphere of influence.	Continue to implement strategies to engage RQ staff in reconciliation: - Include discussion of RAP in new employee induction process.	Review May 2025, 2026	Lead: GM Support: RDIAC Chair, Managers
	Continue to communicate our commitment to reconciliation publicly.	November 2024, 2025	Lead: GM Support: RDIAC Chair, Managers
	Continue to explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Review September 2024, 2025	RDIAC Chair, GM, Managers
	Continue to collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	Review October 2024, 2025	GM
	Encourage other service providers/organisations in our area to develop a RAP.	Review July 2025, 2026	GM
	Share our support publicly via social media, our RAP, our website, etc.	Review September 2024, 2025	GM

Promote positive race relations through anti-discrimination strategies.	Continuously review HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Review August 2024, 2025	Lead: Business Manager Support: RDIAC Chair
	Communicate our anti-discrimination policy for our organisation.	Review August 2024, 2025	GM
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	Review August 2024, 2025	Lead: GM Support: RDIAC Chair, Managers
	Educate senior leaders on the effects of racism.	April and September 2024, 2025, 2026	GM
Develop an organisation wide framework for working with Aboriginal and Torres Strait Islander clients including cultural connection, clinical outcomes and best practice.	- Engage staff across all programs and sites and external stakeholders to develop a framework that captures: - what we already do well, - where we can improve, and, - provides guidance to staff on engagement with Aboriginal and Torres Strait Islander clients.	Commence August 2024, review August 2025.	Lead: GM Support: RDIAC Chair, Managers, clinicians.
	Consult with identified clients and local Aboriginal and Torres Strait Islander Elders to develop framework.	Commence August 2024	Lead: GM Support: RDIAC Chair, managers
	Appoint appropriate staffing and administrative support to develop, engage and consult on the framework.	Commence August 2024	GM

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
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 our organisation.	Review September 2024, 2025	RDIAC Chair
	Continue to consult local Traditional Owners and Aboriginal and Torres Strait Islander groups on the implementation of the RQ Cultural Learning Strategy.	Review September 2024, 2025	RDIAC Chair
	Continue to utilise local cultural immersion opportunities for staff.	Review September 2024, 2025	RDIAC Chair

	Communicate the cultural learning strategy for our staff.	Review January 2025, 2026	RDIAC Chair
	Continue to provide opportunities for RDIAC members, managers and staff to participate in formal and structured cultural learning.	Review September 2024, 2025	RDIAC Chair
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 October 2024, 2025	RDIAC Chair
	Continue to communicate cultural protocols, including protocols for Welcome to Country and Acknowledgement of Country.	Review October 2024, 2025	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 April and September 2024, 2025, 2026	RDIAC Chair
	Continue to include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Review August 2024, 2025	Lead: GM Support: Managers
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	RDIAC to participate in an external NAIDOC Week event.	First week in July 2025, 2026	Lead: GM Support: RDIAC
	Continuously review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2025, 2026	Lead: Business Manager Support: RDIAC Chair
	Continue to promote and encourage participation in external NAIDOC events to all staff.	First week in July 2025, 2026	Lead: RDIAC Chair Support: GM, Managers
Support calls for self-determination and to promote the Uluru Statement from the Heart.	Circulate resources and materials that support self-determination and promote the Uluru Statement both internally and externally.	Commenced 2023. Review October 2024, 2025.	RDIAC Chair
	Display Uluru Statement from the Heart at all sites in public areas.	Commenced 2023. Review October 2024, 2025.	GM
	Discuss and innovate ways our organisation can uphold principles of the Voice within our organisation.	Commenced 2023. Review October 2024, 2025.	GM, RDIAC Chair
	Provide our staff with opportunities to learn about the history of Treaty in Australia.	Commenced 2023. Review October 2024, 2025.	GM
	Seek opportunities to engage our staff in the concept and practice of Truth-telling.	Commenced 2023. Review October 2024, 2025.	GM
	Seek opportunities for our RDIAC to learn more about place-based Truth-telling to inform future internal historical learning initiatives.	September 2024, 2025	GM, RDIAC Chair

	Engage with Traditional Owners about how our organisation can support Truth-telling through our sphere of influence	September 2024, 2025	GM
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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.			
Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	Maintain understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	Review August 2024, 2025	GM
	Continue to engage with Aboriginal and Torres Strait Islander staff to consult on our recruitment, retention and professional development strategy.	Review September 2024, 2025	RDIAC Chair
	Continue to implement and refine RQ's Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	Review September 2024, 2025	RDIAC Chair
	Continue to advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders.	Review August 2024, 2025	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 August 2024, 2025	Lead: Business Manager Support: RDIA Committee
Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Continue to implement an Aboriginal and Torres Strait Islander procurement strategy.	Review August 2024, 2025	Business Manager
	Continue to communicate opportunities for procurement of goods and services from Aboriginal and Torres Strait Islander businesses to staff.	Review May 2024, 2025	Business Manager
	Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses.	September 2024, 2025	Business Manager
	Continue to develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses.	Review September 2024, 2025	Business Manager

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 August 2024, 2025	GM
	Review program sites and spaces to ensure there are culturally inclusive spaces within our service.	Review September 2024, 2025	GM

Governance			
Action	Deliverable	Timeline	Responsibility
Roseberry Qld will maintain an effective Reconciliation, Diversity and Inclusion Action Committee (RCIAC) to drive governance of the RAP.	Maintain Aboriginal and Torres Strait Islander representation on the RDIAC.	Review April, September 2025, 2026	RDIAC Chair
	Review and refine a Terms of Reference for the RWG.	Review April 2024, 2025	RDIAC Chair
	Meet at least four times per year to drive and monitor RAP implementation.	January, March, May, July, September, November 2024, 2025, 2026	RDIAC Chair
	Maintain regular Executive group (Chair, GM, Secretary) meetings between RDIAC meetings to ensure effective allocation of resources and provide strategic advice.	Review April and September 2025, 2026	RDIAC Chair
Roseberry Qld will provide appropriate support for effective implementation of RAP commitments.	Define resource needs including budgetary considerations for RAP implementation, reporting and associated activities	August 2024	Lead: GM Support: RDIAC Chair
	Continue to engage our senior leaders and other staff in the delivery of RAP commitments.	Review August and September 2024, 2025	RDIAC Chair
	Maintain appropriate systems to track, measure and report on RAP commitments.	RAP Registers updated monthly	RDIAC Secretary
	Appoint and maintain an internal RAP Champion from senior staff.	RAP Champion appointed February annually	Lead: GM Support: RDIA Committee
	Maintain Board support for RAP implementation.	Review annually (AGM)	GM
	Continue to allocate administration staff to RAP/RDIAC for secretarial support.	Review August 2024, 2025	GM
Roseberry Qld will build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	GM
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	RDIAC Chair
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September, annually	RDIAC Chair

	Report RAP progress to all staff and senior leaders quarterly.	March, June, September, December 2024, 2025, 2026	RDIAC Chair
	Publicly report our RAP achievements, challenges and learnings, annually.	November 2024, 2025	GM
	Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	March 2026	GM
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	March 2026	RDIAC Chair
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 2025	RDIAC Chair

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