



Brisbane Youth Service
New Futures for Young People

Reconciliation Action Plan Innovate RAP

January 2023 – December 2024

Artwork by **Chad Briggs**
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*Additional information inside about the symbolism included
in this artwork for Brisbane Youth Service.*



RAP Artwork

By Chad Briggs

The story behind the cover artwork represents growth and support for our young people.

Maiwar (Brisbane River) represents the Traditional Custodians, with all people groups connecting and being gathered around it.

The circle of a meeting place, with a pink coloured symbol, is a representation of Brisbane Youth Service gathering around and supporting young people.

The circle with the boomerang and other symbols is about Elders past and present, and the support Elders give the youth and all services supporting them.

The tree in the artwork is a representation of all connections and generation growth.

The seed represents young people, how they each grow and achieve all they want to.



Statement from CEO of Reconciliation Australia

Karen Mundine

Reconciliation Australia commends Brisbane Youth Service 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. Brisbane Youth Service continues to be part of a strong network of more than 2,200 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 Brisbane Youth Service will continuously draw upon to create RAP commitments rooted in experience and maturity.

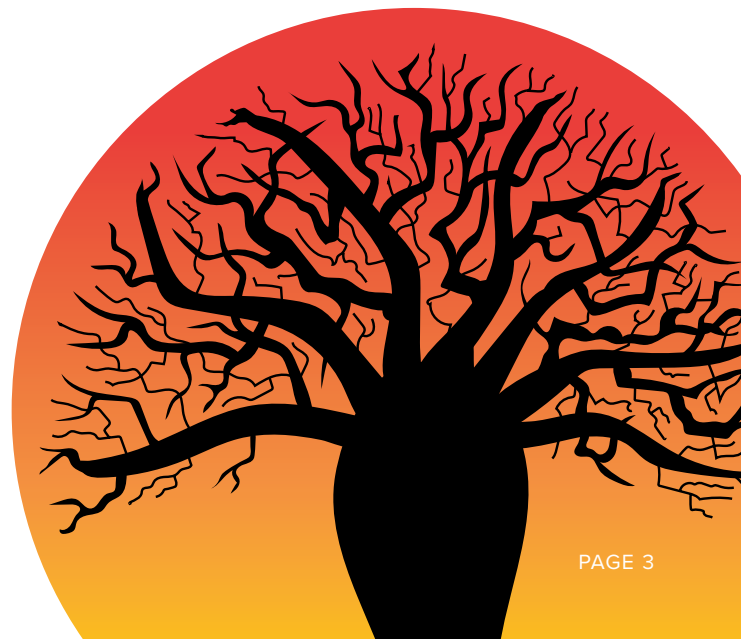
These learnings extend to Brisbane Youth Service using the lens of reconciliation to better understand its core business, sphere of influence, and diverse community of staff and stakeholders.

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 Brisbane Youth Service 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, Brisbane Youth Service will ensure shared and cooperative success in the long-term.

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

Congratulations Brisbane Youth Service on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.



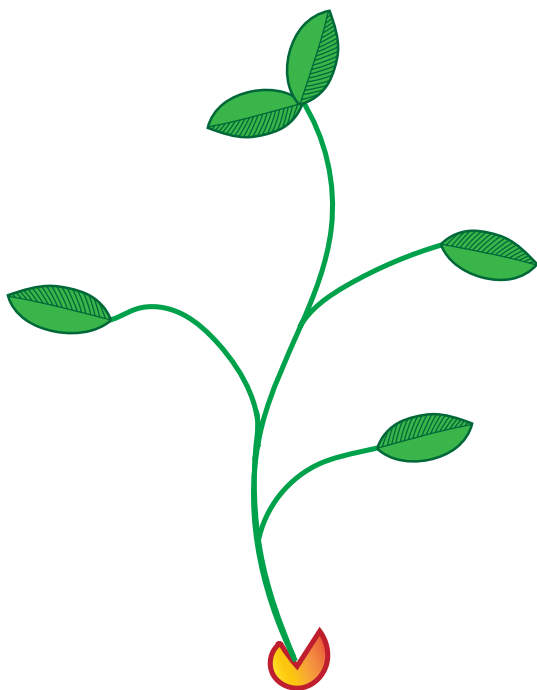


Message from our Patron Steve Renouf

I am always encouraged to see community commitment to reconciliation and inclusive programs and practices, so I am very happy to endorse Brisbane Youth Service's Reconciliation Action Plan.

Aboriginal and Torres Strait Islander young peoples are a large and important part of the Brisbane Youth Service community with their own unique story and journey, so it is important that BYS staff and programs are culturally sensitive and inclusive.

The RAP reflects what BYS is and what they want to be – a culturally aware organisation which celebrates and acknowledges Aboriginal and Torres Strait Islander cultures as they work to achieve new futures for young people.



Message from our CEO Pam Barker

I am proud to live in a country that is home to the oldest continuous cultures on earth. I acknowledge the Turrbal and Jagera people as the Traditional Custodians of the lands on which we work and pay deep respects to their Elders past and present.

Almost a third of young people supported by Brisbane Youth Service identify as Aboriginal and/or Torres Strait Islander people, bringing a range of complex life experiences and challenges. We continue to adapt a culturally safe, trauma-informed approach to support young people as they move out of crisis to achieve their full potential.

The launch of our third Reconciliation Action Plan (RAP) provides an opportunity to build on the achievements and learnings from the past few years. Significant progress made in our second RAP is a testament to the RAP Working Group, the driving force behind events such as 'Yarn in the Park' National Reconciliation Week event, NAIDOC week celebrations, and Deadly Yarns. Other highlights include the creation of two identified positions for Aboriginal and/or Torres Strait Islander people, space for Cultural conversations and training, and increased collaboration with the local Aboriginal and Torres Strait Islander members of our community.

This Innovate RAP, developed with input from First Nations young people, establishes a framework to promote institutional integrity, equity, and equality through meaningful, tangible goals. It is a commitment to grow our knowledge of the cultures and histories of First Australians and to offer appropriate support based on respect and understanding.

I thank the members of the RAP Working Group for their commitment in leading the development of this RAP and the Board of BYS and members of our local Aboriginal and Torres Strait Islander community for their contributions.



Our Vision for Reconciliation

Brisbane Youth Service's vision for reconciliation is a just society which respects the histories, rights, cultures, and traditions of Aboriginal and Torres Strait Islander peoples. We want every young First Australian to be valued, safely housed, healthy, supported, and actively participating in their community. We are committed to delivering culturally safe services and programs for young people which work towards equitable health and wellbeing between Aboriginal and Torres Strait Islander peoples and other Australians.

Guided by our organisational values – Respect, Optimism, Accountability, and Resilience – we will put these values into action in our daily work with young people and the community. We advocate for and support individual and community change to ensure we walk together towards reconciliation and harmony.

It is our vision to create 'New Futures for Young People' and we actively work to create and nurture a future where all Australians have an equal opportunity to reach their full potential.

What reconciliation means to young people at BYS

As part of developing our third RAP, BYS undertook a short online survey with young people. 83 young people responded and 88% of those identified as Aboriginal and/or Torres Strait Islander people. We asked young people what reconciliation meant to them and how BYS could help.

“

“Reconciliation means strengthening our connections between Aboriginal and Torres Strait mob for the people and non-Indigenous people to come around and connect and learn about the amazing culture that we have for the whole of Australia.”

“To me Reconciliation means that we all need to come together as one, just because we are all different colours or have different backgrounds doesn't mean we should all hate one another, underneath our skin we are all the same people, we are all human.”

“To make amends in past differences and mistakes.”

“Reconciliation means growth.”

”

Our Organisation

With our vision to provide ‘New Futures for Young People’, BYS has been operating in Brisbane since 1977. We assist young people aged 12 – 25 years, and their accompanying children, to find and maintain appropriate housing, address physical and mental health issues, establish successful relationships and networks, and provide them with pathways to education and employment.

BYS values its skilled and committed workforce employing almost 100 staff. Currently Brisbane Youth Service employs five Aboriginal and Torres Strait Islander staff, and our RAP commits us to increasing Aboriginal and Torres Strait Islander representation in our staff group. In 2019 we implemented the Identified Positions Policy which commits BYS to maintaining a minimum of two frontline positions for Aboriginal and Torres Strait Islander staff.

BYS offers a range of free, confidential services for young people and families including:

- Intake and brief intervention
- Advocacy, information, and referral
- Crisis and transitional housing
- Tenancy support
- Parenting programs and support for young families
- Specialist young women's services
- Health services including a free medical clinic
- Mental health and counselling support
- Drug and alcohol support
- Employment, education, and training programs
- Early intervention programs to prevent and reduce the risks of homelessness
- We also partner with a range of visiting services

We assist young people who live in and around Brisbane and operate from five service delivery sites including:

- Fortitude Valley
- Carina x 2
- Windsor
- Sandgate
- Stones Corner

Each team at BYS uses a client-focused and strengths-based approach when working with young people. In 2020 we finalised the BYS Practice Framework which guides our work with young people. We place the young person at the centre of our work. Each response is tailored to the young person who directs the pace, scope, and extent of their support.

Aboriginal and Torres Strait Islander young people participate in all Brisbane Youth Service programs and represent approximately one third of the young people we support. Our Practice Framework recognises the need for culturally safe practices, and we are committed to training our staff to understand and recognise the intergenerational trauma impacting Aboriginal and Torres Strait Islander Peoples.

In February 2022, BYS promoted the development of our third RAP to young people accessing our services. We invited them to participate in a short RAP survey. 83 people participated in the survey and 88% identified as Aboriginal and/or Torres Islander people.



Cultural Safety

BYS is committed to enhancing culturally safe work practices and reflecting on our approach to working with the First Peoples of Australia and those from culturally and linguistically diverse backgrounds. BYS acknowledges the pain and hurt associated with colonisation and the subsequent inter-generational trauma experienced by many Aboriginal and Torres Strait Islander peoples, which affects their sense of identity and belonging.

BYS also recognises how belonging to a dominant culture comes with privilege and recognises how individually constructed views are shaped by social, cultural, political, and historical construction of cultures.

BYS supports the notion that working towards becoming culturally safe in all aspects of our work requires a commitment to gain the ability, willingness, and responsibility to truly understand ourselves and our cultural positioning within the historical, political, and social views such that we can begin to understand how our own culture influences how we think, feel, and behave.

BYS strives to provide a culturally safe environment of shared respect, shared meaning, and shared knowledge through a process of listening, learning, living, and working together with dignity and respect.

Our RAP

In 2021-22, 29% of young people accessing BYS services identified as Aboriginal and/or Torres Strait Islander people. We have a responsibility as an organisation to ensure that our programs and services meet the needs of Aboriginal and Torres Strait Islander peoples in culturally appropriate ways.

Our RAP sets clear and measurable goals and provided Aboriginal and Torres Strait Islander young people with an opportunity to be a part of this journey through participatory process and activities. We conducted a survey about our RAP in February 2022 and 83 young people gave us their feedback and input – with 88% of those responding identifying as Aboriginal and/or Torres Strait Islander people.

Our RAP sits alongside Brisbane Youth Service's current strategic plan and guides us to work more inclusively in the key service delivery priority areas of (1) Housing and Homelessness, (2) Primary and Mental Health, and (3) Domestic and Family Violence. Brisbane Youth Service has revised and renewed our commitment to reconciliation and are proud to launch our new Reconciliation Action Plan 2023-2024 which demonstrates this commitment.

Our previous RAP provided many learning and growth opportunities for Brisbane Youth Service. We learnt that:

- The RAP needs to be embedded into how we operate and conduct our business and cannot be "owned" by only a few staff members.
- Staff change, but our commitment to reconciliation remains constant.
- Relationships with Aboriginal and Torres Strait Islander peoples are vital, and we will give special effort and commitment to enhance these.
- Cultural awareness training is most effective when it is included in staff induction and incorporated as part of ongoing professional development opportunities.

Some of our growth came through challenges. We are committed to ensuring that our third RAP is successful. We aim to:

- Ensure our RAP is informed by young people and provide opportunities for them to lead and inform our RAP.
- Fully implement our RAP by ensuring our actions are achievable and measurable.
- Gain commitment across the organisation through broad representation on our RAP committee and regular engagement with staff on RAP goals.

We know that our RAP will continue to guide us in the right direction. If we are doing a good job, we can expect that:

- Board members, staff, students and volunteers will have a strong knowledge and understanding of Aboriginal and Torres Strait Islander peoples' histories, cultures, and current issues.
- Staff, students, and volunteers will participate in events and activities that share and promote Aboriginal and Torres Strait Islander cultures.
- We will develop and maintain strong relationships with the local Aboriginal and Torres Strait Islander community members.
- Young Aboriginal and Torres Strait Islander people who come to BYS will continue to provide great feedback about our staff in our Annual Client Survey.
- Our policies and procedures and other documents, publications, and social media posts are culturally appropriate.
- Reconciliation guides BYS staff, students, and volunteers on a journey of acknowledgment, discovery, and genuine connection with Aboriginal and Torres Strait Islander peoples.

Our Journey Towards Reconciliation

Brisbane Youth Service has taken steps towards reconciliation which we are proud to share with you:

- We have appointed a respected and high-profile Patron – Steve Renouf.
- We have an Aboriginal Board member.
- We have developed an Identified Positions Policy and currently have two identified positions for Aboriginal and/or Torres Strait Islander people.
- We have developed a Welcome to, and Acknowledgment of Country Policy.
- An Acknowledgement of Country is given at our internal meetings and at all functions and events.
- We engage a Jagera and/or Turrbal person to provide a Welcome to Country at any significant Brisbane Youth Service event.
- We have installed Acknowledgement of Country plaques at all BYS service delivery sites.
- At induction, staff, students, and Board members complete the “Share Our Pride” package on the Reconciliation Australia website.
- Employee cultural awareness training sessions are delivered annually.
- We display artwork created by young people who identify as Aboriginal and/or Torres Strait Islander people.
- We continue to hold regular “Deadly Yarns” activities with young people focussing on Aboriginal and/or Torres Strait Islander cultures.
- We facilitate staff and young people’s participation in Aboriginal and/or Torres Strait Islander celebrations.
- We have ensured our publications and social media posts respect and reflect Aboriginal and Torres Strait Islander peoples.
- We advertise all employment opportunities with agencies that specifically recruit Aboriginal and Torres Strait Islander employees and include the statement, “Aboriginal and Torres Strait Islander persons are encouraged to apply” in employment packages.
- We partnered with Aboriginal Employment Strategies (AES) to strengthen employment opportunities at BYS.
- We have increased our procurement using Supply Nation members.
- We have developed closer working relationships with many Aboriginal organisations and Elders.
- We role model inclusive behaviour, acceptance, and understanding of all cultures.
- BYS achieved 95% of the goals in its previous RAP 2019-2021.

Our RAP Committee

The BYS RAP Committee is made up of staff who work across a diverse range of BYS program areas:

RAP Co-Chairs

Tanya Lefebvre – a Wiradjuri woman from Trangie, Drug Intervention and Rehabilitation Worker

Di Mahoney – Service Delivery Director, Executive Management Team

RAP Committee Members

Madison Kelly – a Kullilli woman, Safe and Connected Futures Senior Practitioner

Ratna Beekman – Quality and Practice Development Manager

Tracey Woodward – Housing and Tenancy Support Manager

Emily Nunes – Communications and Marketing Coordinator

Ricco Schadwill – Hub Intake and Intervention Manager

Sarah Dybing – Housing Services Senior Manager

Darcy Robertson - Manager, Sandgate House

Manjula Cranswick-Smith, Young Women’s Support Worker

Our Purpose, Values, Vision, and Strategy

Our Purpose

To enable vulnerable young people and young families to overcome life challenges and thrive in the community.

Our Values

Respect – Optimism – Accountability – Resilience

Our Vision

New futures for young people.

Our Service Growth Priorities 2022-2025



Housing and Homelessness



Primary and Mental Health



Domestic and Family Violence

Investment Priorities

Workforce

BYS is an employer of choice and builds a capable, engaged, and effective workforce.

Innovation and Research

BYS is a leader in evidence-informed practice and collaborative research that drives innovation.

Youth Engagement

Young people inform and help shape BYS services.

Digital and Technology

BYS applies digital and technology solutions to enhance service delivery and increase operational efficiency.

Property

BYS secures long-term, suitable sites for all operations.

RELATIONSHIPS

Relationships are a core part of our work with young people at BYS. They allow us to work alongside young people to create new futures.

We will nurture our relationships with Elders, community, staff, and stakeholders. We are committed to growing trusting and mutually respected relationships with Australia's First Peoples and to be guided by their wisdom and knowledge.

Focus area: *Participation and engagement in cultural events and activities.*

Action	Deliverable	Timeline	Responsibility
01 Strengthen relationships with Aboriginal and Torres Strait Islander peoples, organisations, and service providers.	Identify and approach relevant Aboriginal and Torres Strait Islander services to discuss opportunities for referrals, collaboration, and/or partnerships.	Jan, Feb 2023 & Review in Jan, Feb 2024	RAP Chairperson
	Meet with local Aboriginal and Torres Strait Islander stakeholders and organisations to develop guiding principles for future engagement.	Mar, July & Oct 2023 & 2024	Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Develop and implement an engagement plan to strengthen relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Develop Mar 2024 Implement July 2024	RAP Chairperson, Service Delivery Director
	Strengthen relationships with Aboriginal and Torres Strait Islander services to guide our reconciliation journey and to build referral pathways.	Jan, Feb 2023 & Review in Jan, Feb 2024	Service Delivery Director, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Negotiate four new Memorandums of Understanding (MOUs) with Aboriginal and Torres Strait Islander service providers.	Dec 2023 & 2024	
02 Celebrate and participate in National Reconciliation Week (NRW) by providing opportunities to build and maintain relationships between Aboriginal and Torres Strait Islander peoples and other Australians.	Circulate NRW resources and reconciliation materials to BYS staff and young people to enhance understanding of the importance of reconciliation, encourage participation in NRW events, and engage in reflections on reconciliation.	May 2023 & May 2024	Communications and Marketing Coordinator
	Ensure our RAP Committee participates in an external event to recognise and celebrate NRW.	May, June 2023 & May, June 2024	RAP Chairperson
	Organise at least one NRW event each year.	Apr 2023 Apr 2024	
	Register all our NRW events on Reconciliation Australia's NRW website.	May 2023 & May 2024	
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May, June 2023 & May, June 2024	RAP Chairperson, CEO

Action	Deliverable	Timeline	Responsibility
03 Promote positive race relations through anti-discrimination strategies.	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Aug 2023	RAP Chairperson, HR Manager
	Develop, implement, and communicate an anti-discrimination policy for our organisation.	Dec 2023	HR Manager, Quality & Practice Development Manager
	Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on our anti-discrimination policy.	July 2023	
	Educate senior leaders on the effects of racism at monthly Managers meeting.	Monthly, Review Apr 2023 & 2024	Quality & Practice Development Manager
04 Raise internal and external awareness of our RAP and reconciliation across our organisation and sector.	Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	June 2023	RAP Chairperson
	Explore opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Oct 2023	CEO
	Ensure the RAP is easily accessible on the BYS website and BYS intranet.	Jan 2023	Communications and Marketing Coordinator
	Continue to communicate our commitment to reconciliation publicly.	Jan, Apr, July, Nov 2023 & 2024	
	Collaborate with RAP organisations and other like-minded organisations to develop innovative approaches to advance reconciliation.	Dec 2023 & 2024	RAP Chairperson
	Ensure 100% new staff, students, volunteers, and Board complete 'Share our Pride' at induction.	Dec 2023 & 2024	HR Manager
	Engage regularly with BYS patron Steve Renouf to support his participation in significant BYS organisational and reconciliation activities.	May, Nov 2023 & May, Nov 2024	CEO, Communications and Marketing Coordinator

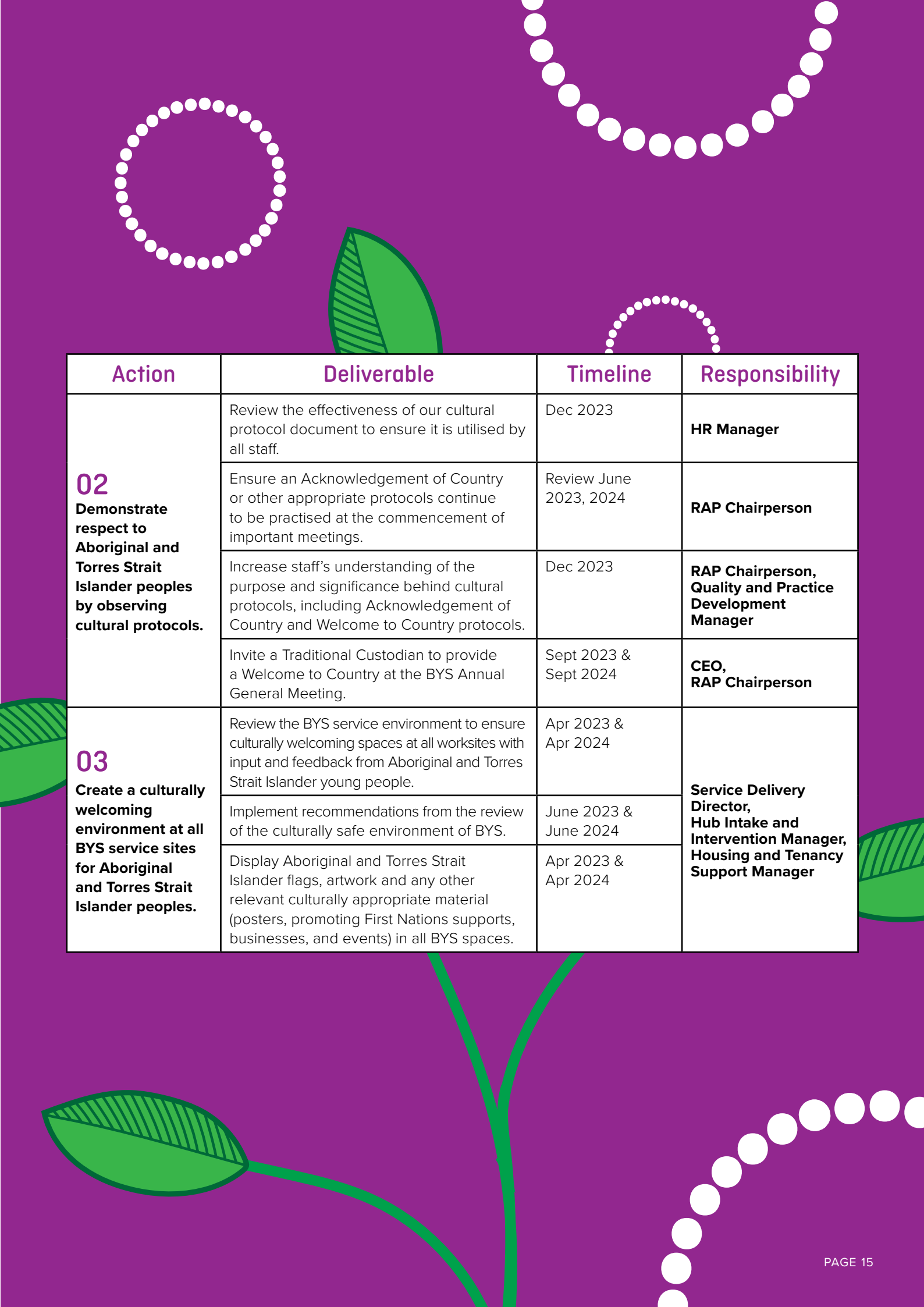
RESPECT

**BYS respects Australia's First Peoples ways of 'being, knowing and doing'.
In our work we value and honour the identities, cultures, and traditions
of Aboriginal and/or Torres Strait Islander Peoples.**

We will journey towards healing and reconciliation together with respect.

Focus area: *Organisation wide commitment to cultural awareness training.*

Action	Deliverable	Timeline	Responsibility
01 Engage employees in continuous cultural learning opportunities to increase understanding and appreciation of Aboriginal and Torres Strait Islander cultures, histories, and achievements.	Provide appropriate and relevant cultural training to 100% of current staff and Board members annually.	Mar 2023 & Mar 2024	HR Manager, CEO
	Conduct a review of cultural learning needs within our organisation.	Mar 2023	HR Manager
	Consult local Traditional Custodians and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	Mar 2023	RAP Chairperson, Quality and Practice Development Manager
	Develop, implement, and communicate a cultural learning strategy document for our staff.	July 2023	HR Manager, Quality and Practice Development Manager
	Provide opportunities for RAP Committee Members, HR Manager and other key leadership staff to participate in formal and structured cultural learning.	July 2023 & July 2024	RAP Chairperson, CEO, HR Manager
	Invite an Aboriginal and/or Torres Strait Islander guest speaker/trainer/facilitator/educator to present at a Board meeting annually to grow understanding of emerging issues for Aboriginal and Torres Strait Islander young people.	July 2023 & July 2024	CEO
	Develop resources that supports staff to advocate with young Aboriginal and Torres Strait Islander peoples.	July 2023	Quality & Practice Development Manager, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Develop a register of Cultural training providers that are both face to face and online.	Mar 2023	HR Manager
	Deliver annual culturally safe and culturally appropriate training to all BYS staff with 100% attendance.	Mar 2023	HR Manager, CEO
	Develop and share a practice resource page on the BYS intranet for staff to use as a reference to guide and support when working with young people identifying as Aboriginal and/or Torres Strait Islander peoples.	June 2023	Quality and Practice Development Manager



Action	Deliverable	Timeline	Responsibility
02 Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Review the effectiveness of our cultural protocol document to ensure it is utilised by all staff.	Dec 2023	HR Manager
	Ensure an Acknowledgement of Country or other appropriate protocols continue to be practised at the commencement of important meetings.	Review June 2023, 2024	RAP Chairperson
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Dec 2023	RAP Chairperson, Quality and Practice Development Manager
	Invite a Traditional Custodian to provide a Welcome to Country at the BYS Annual General Meeting.	Sept 2023 & Sept 2024	CEO, RAP Chairperson
03 Create a culturally welcoming environment at all BYS service sites for Aboriginal and Torres Strait Islander peoples.	Review the BYS service environment to ensure culturally welcoming spaces at all worksites with input and feedback from Aboriginal and Torres Strait Islander young people.	Apr 2023 & Apr 2024	Service Delivery Director, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Implement recommendations from the review of the culturally safe environment of BYS.	June 2023 & June 2024	
	Display Aboriginal and Torres Strait Islander flags, artwork and any other relevant culturally appropriate material (posters, promoting First Nations supports, businesses, and events) in all BYS spaces.	Apr 2023 & Apr 2024	

Action	Deliverable	Timeline	Responsibility
04 Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week and other dates of significance.	Promote and encourage participation in external NAIDOC events to all staff.	July 2023	RAP Chairperson, CEO
	Develop a calendar of significant Aboriginal and Torres Strait Islander dates and promote to staff.	Jan 2023 & Jan 2024	RAP Chairperson, Communications and Marketing Coordinator
	Participate in or facilitate two additional significant events for Aboriginal and Torres Strait Islander peoples per year.	Planning Jan 2023, 2024	RAP Chairperson
	Ensure 50% of young participants who identify as Aboriginal and/or Torres Strait Islander people and at least one Aboriginal and/or Torres Strait Islander community member participates in NAIDOC Week events and other significant cultural dates.	July 2023 & July 2024	
	RAP Working Group to participate in an external NAIDOC Week event.		
	Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	May 2023 & May 2024	HR Manager
	Develop a calendar of significant Aboriginal and Torres Strait Islander dates and ensure visibility of the calendar at all BYS Sites.	Jan 2023 & Jan 2024	RAP Chairperson, Service Delivery Director
	Ensure significant dates for Aboriginal and Torres Strait Islander Peoples are acknowledged in social media posts.	Review Jan 2023, 2024	Communications and Marketing Coordinator
05 Enhance relationships between Aboriginal and Torres Strait Islander and Non-Indigenous young people to promote respect, understanding, and awareness of culture.	Develop and facilitate a minimum of 2 activities per year that enhance cultural awareness amongst BYS clients including National Sorry Day and Mabo day.	Mar 2023 & Mar 2024	RAP Chairperson, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Participate and promote in two significant cultural events per year, such as NAIDOC Week (have a stall at Musgrave Park Family Fun Day and Reconciliation Action Week events).	June 2023 & June 2024	
	Celebrate, promote, and fundraise for Indigenous Literacy Day. Develop a library with Aboriginal and Torres Strait Islander books and stories and promote using and learning language.	Sept 2023 & Sept 2024	RAP Chairperson, Housing and Tenancy Support Manager
	In addition to National Reconciliation Week, NAIDOC and Indigenous Literacy Day, identify two additional days of cultural significance where BYS actively and intentionally engages staff and young people in education and awareness of history.	Review Jan 2023, 2024	RAP Chairperson



Cooking Demonstration from Quandamooka Chef, Keiron Anderson, at the Yarn in The Park 2021 Reconciliation Week Celebration.



Creating artwork guided by Eulalia Nawajarri Designs, at the 2022 BYS Reconciliation Action Week Celebration.



Acknowledgement of Country Plaque at the Centre for Young Women and Young Families.



Friendship bracelets woven by young people in the Aboriginal and Torres Strait Islander flag colours.



Deadly Yarns Bush Walk.

OPPORTUNITIES

BYS is committed to providing a range of social, economic, and well-being opportunities for Aboriginal and Torres Strait Islander peoples. Opportunities enable young people to build confidence and resilience, develop social connection, participate in their communities, and create new futures.

Focus area: *We will provide opportunities for staff to develop culturally appropriate advocacy skills to enable fair and equal access to support services and community.*

Action	Deliverable	Timeline	Responsibility
01 Improve health and wellbeing outcomes for Aboriginal and/or Torres Strait Islander young people by continuing to strengthen our service responses.	Review health and wellbeing evaluation data quarterly and provide data to the RAP Committee and BYS program areas to improve service response for Aboriginal and Torres Strait Islander peoples.	Jan, Apr, July, Oct, 2023 Jan, Apr, July, Oct, 2024	Service Delivery Director, Quality & Practice Development Manager, Research and Evaluation Coordinator
	Develop practice resources that ensure quality and culturally safe services for young Aboriginal and Torres Strait Islander peoples.	July 2023 July 2024	Quality & Practice Development Manager, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager
	Provide three social engagement activities per annum for Aboriginal and/or Torres Strait Islander young peoples, with a purpose to build relationships with other First Nations young people in their community and promote a sense of belonging.	Apr, Aug, Nov 2023 & Apr, Aug, Nov 2024	RAP Chairperson
02 Enhance staff capacity to develop culturally appropriate advocacy skills to enable fair and equal access to supports and community.	Develop resources that support staff to advocate with young Aboriginal and Torres Strait Islander peoples.	July 2023	Quality & Practice Development Manager, Hub Intake and Intervention Manager, Housing and Tenancy Support Manager

03

Improve health and wellbeing outcomes for Aboriginal and/or Torres Strait Islander young people by continuing to strengthen our service responses.

Action	Deliverable	Timeline	Responsibility
	Actively promote Board vacancies to the Aboriginal and/or Torres Strait Islander members of the community.	Oct 2023	HR Manager, CEO
	Actively promote job vacancies to the Aboriginal and/or Torres Strait Islander community and appropriate platforms to enhance opportunities.		HR Manager
	Advertise 100% of vacancies with Aboriginal and Torres Strait Islander recruitment agencies.		
	Share job vacancies within existing Aboriginal and/or Torres Strait Islander networks and advertise all vacancies on Aboriginal and Torres Strait Islander media platforms.		
	Develop and implement an Aboriginal and Torres Strait Islander Employment and Retention Strategy.	June 2023	
	Ensure current BYS staff identifying as Aboriginal and/or Torres Strait Islander have access to cultural support, such as cultural supervision and peer support within the organisation.	Oct 2023	
	Review HR and recruitment procedures and policies to ensure there are no barriers to Aboriginal and Torres Strait Islander employees and future applicants participating in our workplace.	Dec 2023	HR Manager, Quality and Practice Development Manager
	Engage with Aboriginal and Torres Strait Islander staff to consult on and inform future employment opportunities.	Mar 2023	HR Manager, Research and Evaluation Coordinator

Action	Deliverable	Timeline	Responsibility
04 Embed the perspectives and voices of Aboriginal and Torres Strait Islander young people into our service delivery.	Hold two focus groups per annum and discuss ideas and suggestions from young people at RAP meetings.	Apr, Oct 2023 & Apr, Oct 2024	RAP Chairperson
	Analyse data from Annual Client Survey, identify responses from Aboriginal and Torres Strait Islander participants and use feedback to shape BYS services.	May 2023 & May 2024	Quality and Practice Development Manager, Research and Evaluation Coordinator
	Conduct engagement activities with young people to inform culturally appropriate service responses and activities.		RAP Chairperson
	Ensure the BYS client profile is adjusted to identify, explore, and support cultural needs.	Sept 2023	Research and Evaluation Coordinator
	Invite and encourage young people to provide feedback throughout the young person’s support period, at closure, through the BYS annual client survey, and other engagement methods.	Apr 2023 & Apr 2024	
05 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.	July 2023	Corporate Services Director
	Review and update procurement policies and procedures to ensure there are no barriers for procuring goods and services from Aboriginal and Torres Strait Islander businesses.		
	Develop at least one commercial relationship with an Aboriginal and/or Torres Strait Islander owned business.	Dec 2023	
	Develop and communicate to staff a list of Aboriginal and Torres Strait Islander businesses that can be used to procure goods and services.		
	Utilise Supply Nation businesses for BYS procurement at least five times annually.	July 2023 & July 2024	
06 Build pathways for Aboriginal and/or Torres Strait Islander students into the health and wellbeing sector.	Identify and contact key tertiary institutions to explore placement opportunities through Indigenous Support Units.	May, Nov 2023 & May, Nov 2024	BYS Student Placement Coordinator
	Develop at least one new relationship with a tertiary institution annually to support pathways for Aboriginal and/or Torres Strait Islander students.	July 2023, 2024	
	Ensure 10% or more of students placed at BYS identify as Aboriginal and/or Torres Strait Islander people.	Dec 2024	



Acknowledgement of Country Plaque at the Brisbane Youth Service 'Hub', Fortitude Valley.



Creating artwork guided by Eulalia Nawajarri Designs, at the 2022 BYS Reconciliation Action Week Celebration.



Young People contributing to NAIDOC Week celebration artwork.



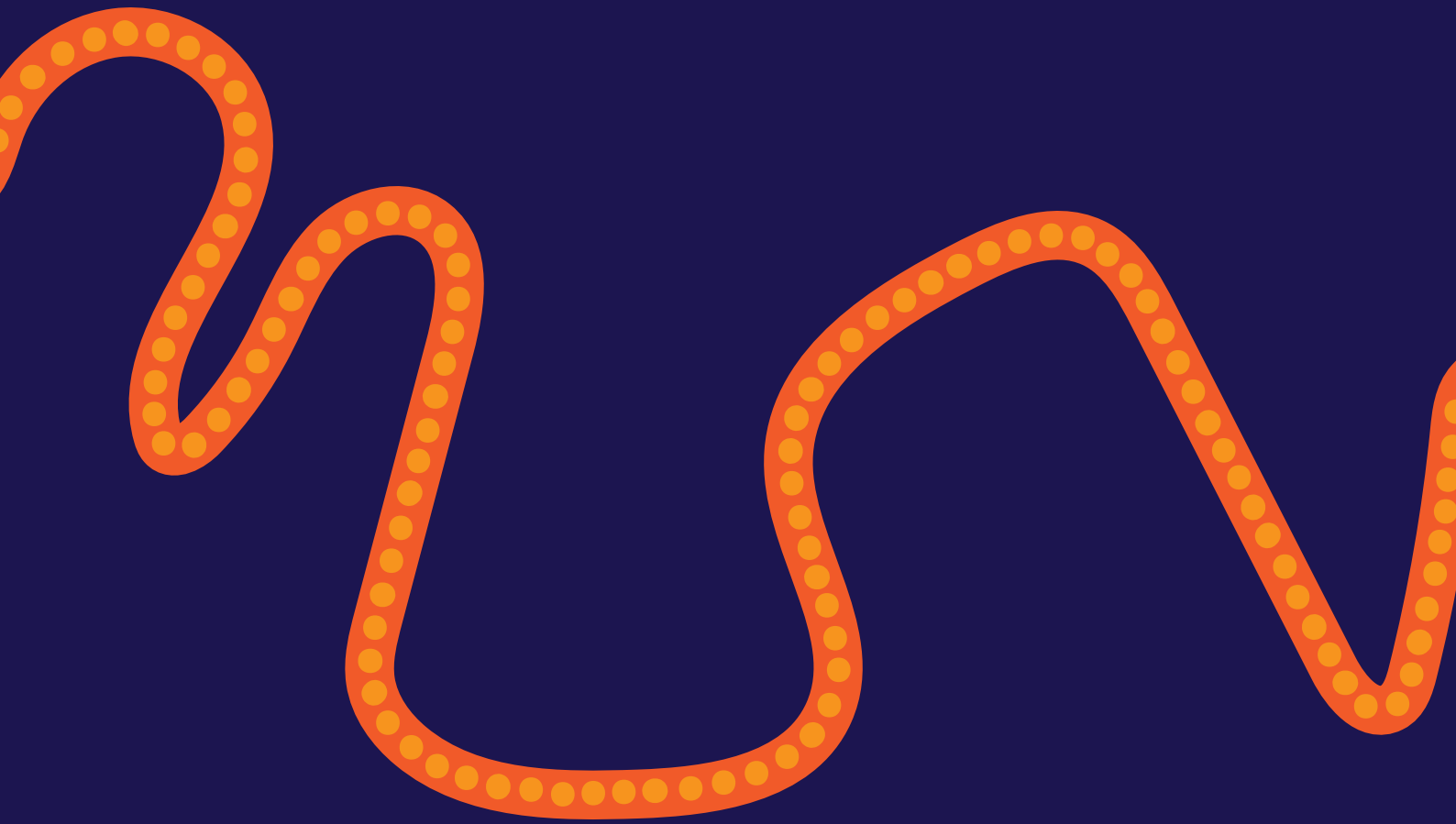
Artwork by Eulalia Nawajarri Designs, displayed at the 2022 BYS Reconciliation Action Week Celebration.

GOVERNANCE

Action	Deliverable	Timeline	Responsibility
01 Establish and maintain an effective RAP Working group (RWG) to drive governance of the RAP.	Meet at least four times per year to drive and monitor RAP implementation.	Feb, May, Aug, Nov 2023 Feb, May, Aug, Nov 2024	RAP Chairperson
	Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Jan 2023 & 2024	
	Review and update the RAP Committee Terms of Reference.	Sept 2023	
02 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 2023, 2024, and annually	RAP Chairperson
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.	1 Aug 2023, 2024, and annually	
	Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	Dec 2024	
	Provide bi-monthly updates on RAP progress to all staff by ensuring RAP is a standing agenda item on BYS All Staff meetings.	Feb, Apr, June, Aug, Oct, Dec 2023 & 2024	RAP Chairperson, Service Delivery Director
	Publicly report our RAP achievements, challenges and learnings annually in BYS Annual Report.	Sept 2023 & Sept 2024	RAP Chairperson, Communications and Marketing Coordinator
	Investigate participating in the RAP Workplace Barometer.	May 2023 & Dec 2024	RAP Chairperson
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sept 2023, 2024, and annually	



Action	Deliverable	Timeline	Responsibility
03 Provide appropriate support for effective implementation of RAP commitments.	Report RAP progress to Board each quarter and at All Staff meetings.	Feb, May, Aug, Nov 2023 & 2024	Board, CEO, RAP Chairperson
	Define resource needs for RAP related activities and resources.	Apr 2023 & Apr 2024	RAP Chairperson
	Engage all staff in the delivery of RAP commitments.	Aug 2023 & Aug 2024	CEO, RAP Chairperson
	Define and maintain appropriate systems to track, measure and report on RAP commitments such as meeting minute taking and produce progress reports.	March 2023 & 2024	RAP Chairperson, Quality & Practice Development Manager
	Embed key RAP actions in performance expectations of senior management and all staff.	July 2024	CEO, HR Manager
04 Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	Jan 2024	RAP Chairperson
	Send draft RAP to Reconciliation Australia for review and feedback.	July 2024	



RAP Contact Details

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