



Youth, Family and
Community Connections Inc.

Reflect Reconciliation Action Plan

December 2022 – December 2023



Acknowledgement of Country

Youth, Family and Community Connections Inc. acknowledges Tasmanian Aboriginal people as the traditional custodians of this Land and pay our respects to Elders past and present for they hold the knowledge, memories and culture of Aboriginal people in Lutruwita (Tasmania). We also acknowledge the people who, on a daily basis, contribute to the development and delivery of programs and services for Aboriginal people.

Artist story

Waters'

Digital Image

'Waters' was created by Bonnie Starick, a First Nations woman of the Trawlwoolway nation of the North Northeast coast of Lutruwita. Bonnie comes from a long line of strong Aboriginal women. She is learning the traditional cultural practice of Shell Stringing from her Mother, this is an important tradition, that is passed down through the matriarchal line.

'Waters' was inspired by the journey of Bonnie and her Mother walking the beaches, gathering shells and yarnning. The 'muka' (sea) is very important to First Nations people in Lutruwita and holds many places in our stories as well as being essential to many of our cultural traditions still practiced today.

Our Working Group

Our YFCC RAP Champion is our Clinical Supervision & Service Improvement Officer (CSSI) **Julia Taylor**. This role will provide oversight and support at a leadership level to ensure the RAP is successfully implemented at all levels of the Organisation. The group consists of YFCC staff and is an open group. We actively encourage staff, existing and new, to express an interest in joining the group.

Jess Riley

Alcohol, Tobacco & Other Drugs Service

Samantha Hall

Employment Services

Bianca Taylor

Alcohol, Tobacco & Other Drugs Service

Kristy Olsen

Crisis Accommodation Support Service

Karina McCoy

Transition Accommodation Support Service

Jacqui Conroy

Helping Young Parents

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Ros Atkinson

CEO of Youth, Family and Community Connections Inc.

Youth, Family and Community Connections Inc. (YFCC) is honoured to present its first Reflect Reconciliation Action Plan (RAP). The RAP seeks to promote awareness and our commitment to reconciliation across all areas of YFCC's business.

Our Reflect RAP aims to reinforce and strengthen our relationships with First Nation's colleagues, clients and partners and facilitate opportunities for a more inclusive, culturally safe and respectful environment in ways that genuinely value and respect First Nations peoples' history, knowledge, rights and truths. Our aim is to take active steps towards reconciliation from the inside out: we are the community.

YFCC is grateful for this opportunity to continue our journey towards acknowledgement and healing and to grow as an organisation that is a safe, accessible and affirming place for all.

Karen Mundine

CEO of Reconciliation Australia

Reconciliation Australia welcomes Youth, Family and Community Connections to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Youth, Family and Community Connections joins a network of more than 2,200 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with close to 3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Youth, Family and Community Connections to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions. Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Youth, Family and Community Connections, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Our Organisation

Youth, Family & Community Connections Inc. (YFCC) is a not for profit, community organisation that provides a range of services for young people, families and individuals in communities across the North-West and Northern Tasmania. YFCC envisions a community where individuals and families have the opportunity to achieve their goals and to seek positive change. The organisation has been delivering services in the local community for over 42 years and commenced with concerned people recognising a need in their communities. The services and support YFCC provide for the community are guided by our values.

YFCC currently employs over 50 staff across sites in Launceston, Devonport and Burnie. In addition to these permanent sites, services are also delivered via outreach service centres utilising local service provider partnerships in locations such as King Island, Rosebery, Zeehan, Queenstown, Smithton, Wynyard, Ulverstone, Sheffield and Latrobe.

At present, the number of Aboriginal and Torres Strait Islander staff employed in YFCC is not known. We will work within this Reconciliation Action Plan (RAP) to determine culturally appropriate ways to understand this.

The dedicated counsellors and support staff of YFCC contribute to a culture of continuous quality improvement. That very culture has earned YFCC accreditation with the Quality Improvement Council, which includes meeting the requirements of the Health & Community Services Standards and the National Mental Health Standards 2010. The current Board of Governance membership is drawn from the communities in which YFCC operates, ensuring a wealth of local knowledge, skills and experience are utilised to maximise service delivery and create positive outcomes for service users.



Our Vision, Mission & Purpose

VISION

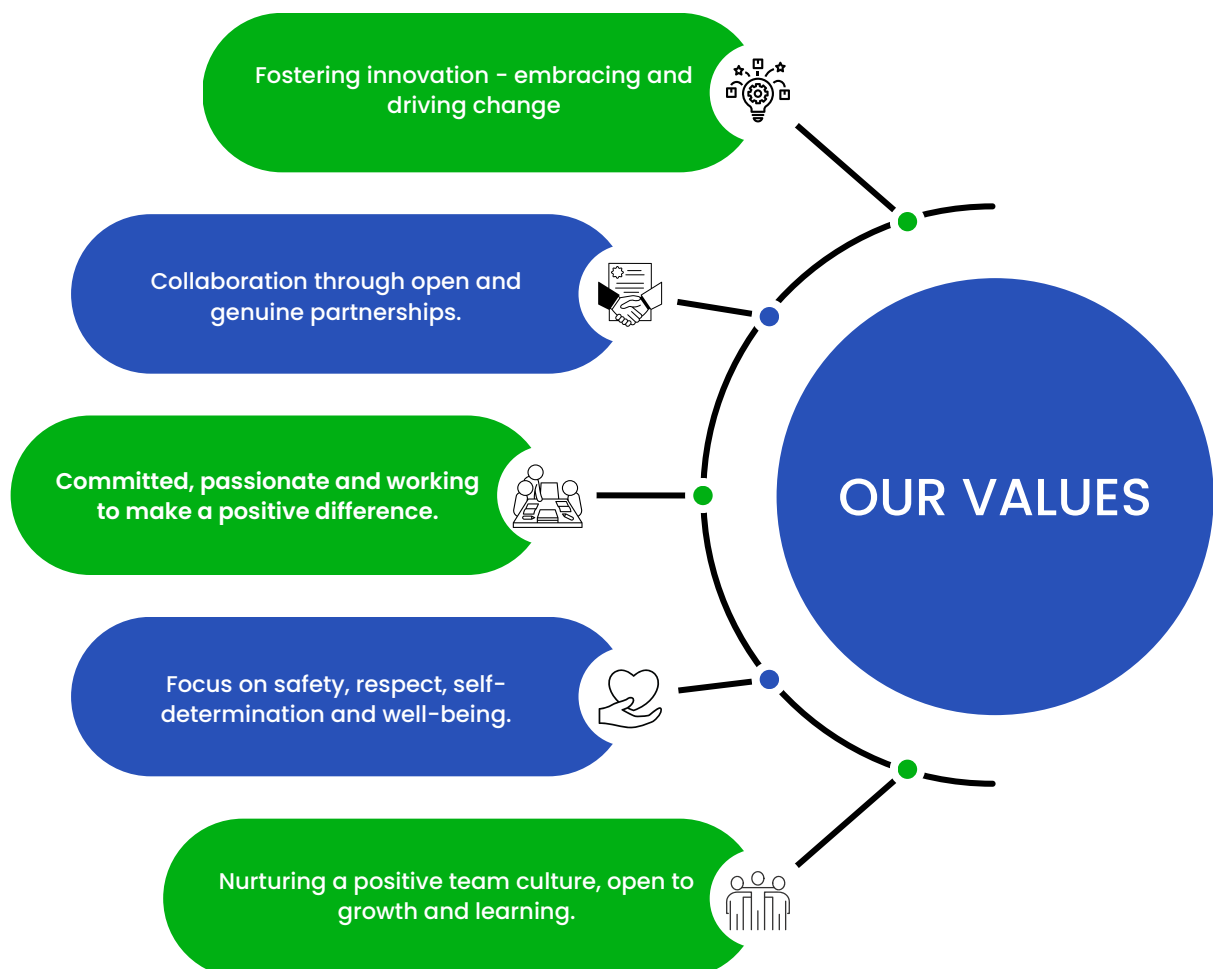
A community where individuals and families have the opportunity to achieve goals and seek positive change

MISSION

We will provide encouragement, support and resources to enable individuals and families to participate positively in the community

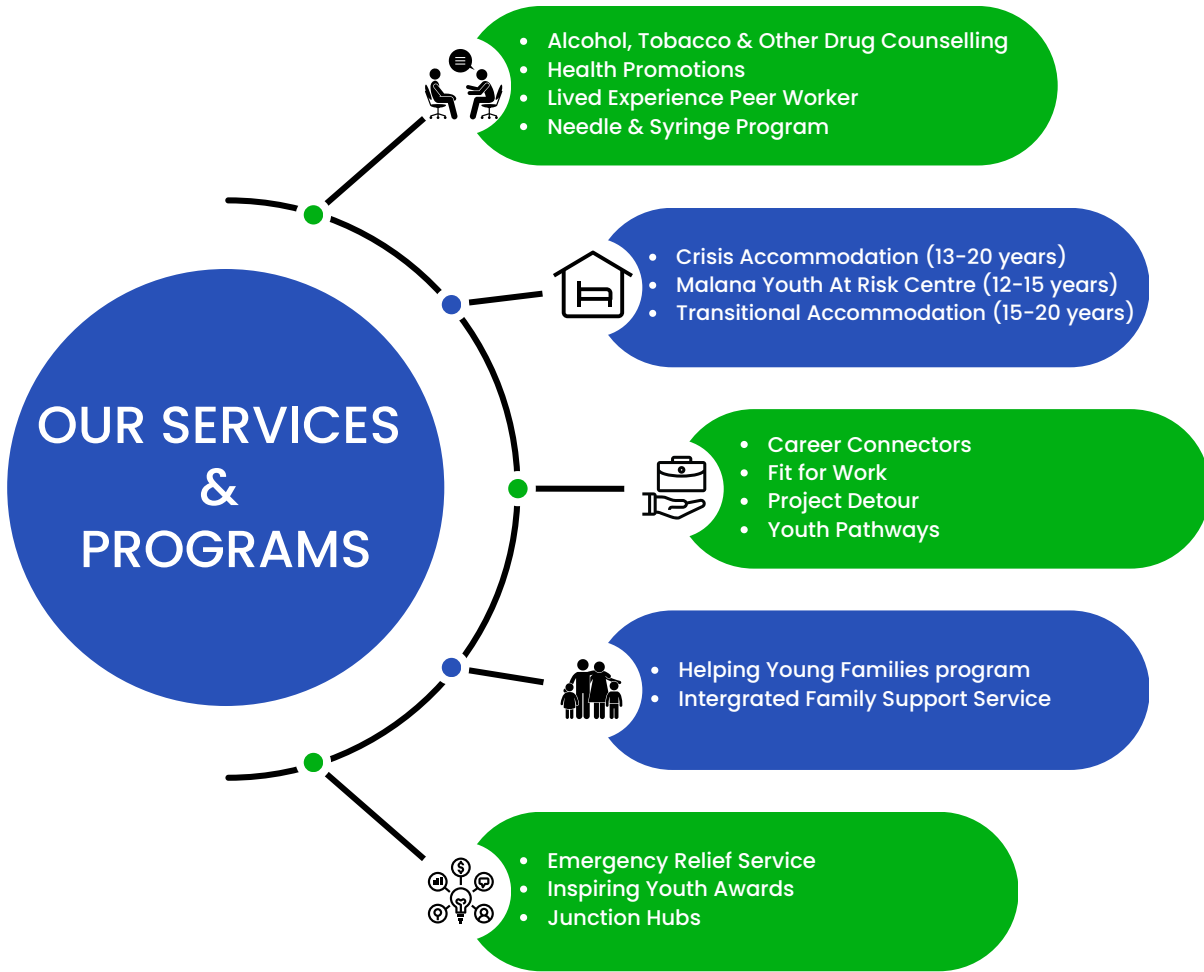
PURPOSE

To create the conditions for a community that is resilient, inclusive and engaged



Our Services

YFCC offer a diverse range of flexible and accessible programs that promote the wellbeing and safety of children, young people and families. These programs include:





Our Partnerships & Current Activities

YFCC has a strong history of working in partnership with other organisations locally, intrastate and interstate for many years and believes that by working together our communities benefit and grow stronger. YFCC actively partners with a range of not for profit, private and government-based organisations to advocate for and deliver services to the North-West community. This includes active participation on a range of Boards, Network Committees, and consultation with peak bodies. This participation has led to the creation and implementation of a range of actions and activities to aid in improving the overall health and wellbeing in the community. This is the basis behind the YFCC HUB model – services working together in collaboration to collectively drive and create better outcomes in their communities. To that we also bring a highly qualified staff and over four decades of expertise in the community services sector, professional and effective counsellors and case managers who

have skills and experience in delivering services to a diverse population in a range of settings, and extensive contract and project management experience and skills. Since 2016-17 financial year, YFCC extended our place-based and outreach services with the commencement of the Community Alcohol and Drug Support Service. This service is delivered in partnership with the Circular Head Aboriginal Corporation (CHAC) in the far North-West coast town of Smithton and is supported by Primary Health Tasmania under the Australian Government's Primary Health Networks Program. This program has strengthened the relationship with CHAC to deliver appropriate, effective, culturally sensitive, and safe counselling & case management supports. This program additionally compliments CHAC's Alcohol and Other Drug (AOD) program to deliver holistic supports and services that are critical to the health and wellbeing of the Aboriginal community in the far North-West of Tasmania.

YFCC currently holds the QIC Health and Community Services Quality Improvement accreditation. Through the holding of this accreditation, YFCC actively commits to the Standards set out by QIP, including Standards 3,4 & 5. YFCC has actively committed to reconciliation through participation in Standard 4.1 Ensuring diversity and cultural appropriateness. Commitment to this standard is through core mandatory cultural awareness training for all staff members; regularly undertaken to ensure all staff, volunteers, students, and board members are receiving the most appropriate and up-to-date cultural awareness training.

Our Reconciliation Action Plan

In undertaking our first RAP, we are committing to change within the organisation that will envision and create a more inclusive, culturally safe, and respectful environment for staff, service users and partner organisations. Our aim is to take active steps towards reconciliation from inside out; we are the community. Our vision for reconciliation is to build genuine, meaningful, respectful and sustainable relationships within the organisation and with the community. Through building and fostering these relationships, our vision is to create a future where Tasmanian-based Aboriginal and Torres Strait Islander peoples' cultures, practices, connection to Country and world views are respected and incorporated into the clinical and administrative support they receive. We commit to reconciliation through fostering self-determination; listening and learning and growing and nurturing Aboriginal and Torres Strait Islander health and well-being to allow individuals to realise their potential and achieve their aspirations. It is our vision that we acknowledge the post-colonial nature of structural systems and their continuing legacy on the health and wellbeing of Aboriginal and Torres Strait Islander peoples in our community.

Annually, YFCC undertakes extensive evaluation of the organisation. The data generated from this evaluation since 2016–17 financial year has found approx. one-fifth of persons accessing YFCC services identify as Aboriginal and/or Torres Strait Islander people. In contrast, currently YFCC does not have any processes or systems in place that allow for self-identification and

recording of those who identify as an Aboriginal and/or Torres Strait Islander person by staff members upon commencement of or during employment.

Additionally, through intake and assessment into a service, personal data is collected for individuals/client, however data pertaining to those who identify as Aboriginal and/or Torres Strait Islander persons is not always obtained. It is envisioned through the implementation of our RAP that we can implement a more thorough, respectful and culturally sensitive intake process that collects this information.

We intend to approach implementing our RAP through several processes being undertaken by our RAP Working Group. Membership to this group is open to all current employees, and currently it includes a minimum of 4 self-identified Aboriginal and/or Torres Strait Islander persons as well as active allies. These active allies have links to the Aboriginal local communities. The RAP Working Group will be responsible for facilitating discussion and implementing actions to create a more culturally safe organisation and spaces across YFCC sites. This will include consultation within the organisation to implement more appropriate and accurate methods of identification of Aboriginal and Torres Strait Islander [HPI] people, provision of culturally safe clinical and administrative supports to strengthen our partnerships and commitment to reconciliation within our community.

Relationships

1	Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	March 2023	Chair of RAP Working Group
		Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	March 2023	Chair of RAP Working Group
2	Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2023	Chair of RAP Working Group
		RAP Working Group members to participate in an external NRW event.	May, June 2023	Chair of RAP Working Group
		Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May, June 2023	CSSI
3	Promote reconciliation through our sphere of influence.	Communicate a commitment to reconciliation to all staff.	December 2023	Chair of RAP Working Group
		Identify external stakeholders that our organisation can engage with on our reconciliation journey.	March 2023	Chair of RAP Working Group
		Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2023	CEO & Chair of RAP Working Group
4	Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	June 2023	CSSI & Chair of RAP Working Group
		Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2023	CEO & CSSI

Respect

5	Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	June 2023	Chair of RAP Working Group
		Conduct a review of cultural learning needs within our organisation.	December 2023	Chair of RAP Working Group
6	Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	March 2023	Chair of RAP Working Group
		Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	June 2023	CEO & Chair of RAP Working Group
7	Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2023	Chair of Health Promotions & Marketing
		Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2023	Chair of Health Promotions & Marketing
		RAP Working Group to participate in an external NAIDOC Week event.	July 2023	Chair of RAP Working Group

Opportunities

8	Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	September 2023	Chair of RAP Working Group
		Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2023	Chair of RAP Working Group
9	Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	September 2023	Chair of RAP Working Group
		Investigate Supply Nation membership.	September 2023	Chair of RAP Working Group

Governance

10	Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	December 2023	Chair of RAP Working Group
		Draft a Terms of Reference for the RWG.	February 2023	Chair of RAP Working Group
		Establish Aboriginal and Torres Strait Islander representation on the RWG.	December 2022	CSSI & Chair of RAP Working Group
11	Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2023	Chair of RAP Working Group
		Engage senior leaders in the delivery of RAP commitments.	February 2023	CSSI
		Maintain a senior leader to champion our RAP internally.	February 2023	CEO & Chair of RAP Working Group
		Define appropriate systems and capability to track, measure and report on RAP commitments.	February 2023	CSSI & Chair of RAP Working Group
12	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	CSSI
		Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire.	August 2023	CSSI
		Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	September 2023	CSSI & Chair of RAP Working Group
13	Continue our reconciliation journey by developing our next RAP	Register via Reconciliation Australia's website to begin developing our next RAP.	September 2023	CSSI

Our Contact



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