

# Reconciliation Action Plan

## Reflect

February 2025 - March 2026





# Contents

<b>Acknowledgement of Country</b> .....	2
<b>Artist acknowledgement</b> .....	3
<b>Executive overview of our RAP</b> .....	5
<b>CEO foreword</b> .....	6
<b>Statement from CEO of Reconciliation Australia</b> .....	7
<b>Vision for reconciliation</b> .....	8
Broad objectives.....	8
United Nations Declaration on the Rights of Indigenous Peoples, 2007.....	8
<b>Our business</b> .....	9
History.....	9
Services.....	9
<b>Our organisational vision</b> .....	10
Our purpose.....	10
Organisational values.....	10
<b>Our journey so far</b> .....	11
First Nations activities and celebrations.....	12
Our timeline.....	14
<b>Our people</b> .....	17
<b>Diversity and inclusion statement</b> .....	18
<b>Our motivation (why)</b> .....	18
<b>How we will achieve our goals</b> .....	19
<b>Our RAP Working Group</b> .....	20
<b>Message from our Relationship Manager</b> .....	23
<b>Our RAP Working Group commitments</b> .....	24
<b>Objectives</b> .....	26
Relationships.....	26
Respect.....	28
Opportunities.....	30
Governance.....	31

# Acknowledgement of Country

We are committed to supporting reconciliation between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australian people.

In keeping with the spirit of reconciliation, we acknowledge the Traditional Owners of the lands where Communify works, the Turrbal and Jagera peoples.

We wish to pay respect to the Elders – past and present – and acknowledge the important role Aboriginal and Torres Strait Islander peoples continue to play within our community.

---

*The use of Aboriginal, Torres Strait Islander and First Nations Peoples, are interchangeable, however our preference will be to use **Aboriginal and Torres Strait Islander peoples** in most instances. As such we have intentionally chosen the terms 'Aboriginal', 'First Nations' and 'Aboriginal and Torres Strait Islander' to denote specific communities, peoples and cultural heritage being referred to in that specific instance.*

*Aboriginal and Torres Strait Islander peoples are advised that this document may contain images or names of deceased people.*





## Artist acknowledgement

### Artist: Jody Rallah

Jody Rallah is a Yuggera-Yuggerabul and Biri-Bindal artist from Meeanjin/Brisbane. Jody creates 'knowledge vessels' using various mediums and practices across object making and painting, sculptural installation, facade and thoroughfares, soundscape, and collaborative intergenerational approaches.

She creates both large-scale and intimate forms to embody living histories and explore an evocative sensibility with material creations and iconography. Jody investigates how the aliveness of place is encoded in memory spaces, and how a haptic hands-on approach to art making and design can foster inclusive conversations, by inviting curiosity about relationships with Country, the built environment, and our place within it. Through the art-making process, Jody embeds narratives that explore the echoes between generations, identity and the contemporary conditions that can influence our relations with place and each other.

Jody is passionate about re-embedding First Nations knowledge spaces back into the built environment by collaborating with Elders and organisations, to create spaces and vessels that are inviting and alive with movement, memory, and narratives.



# Executive overview of our RAP

Communify is committed to creating lasting change by embedding reconciliation into the fabric of our organisation. This Reconciliation Action Plan (RAP) is a cornerstone of our efforts to build meaningful relationships with Aboriginal and Torres Strait Islander communities. We pledge to foster a culturally safe and inclusive environment where First Nations peoples feel respected, valued, and supported. Through this RAP, we will take actionable steps to enhance our cultural understanding, form strong partnerships, and ensure that our services are accessible and equitable. Together, we commit to making reconciliation a reality by aligning our practices with the values of respect, trust, and collaboration.

By embedding reconciliation into our organisational practices, we will create a culturally safe environment for First Nations peoples, improve inclusivity, and contribute to positive social change. This RAP enables us to build long-term, meaningful partnerships, enhance our cultural competency, and align our services with the values of equity and justice. Through these efforts, we will improve outcomes for Aboriginal and Torres Strait Islander clients and staff while leading the way toward reconciliation within our sector.

The RAP enables us to acknowledge the deep historical and cultural significance of First Nations peoples, whose connection to the land, waters, and culture spans over 60,000 years. It provides us with the framework to understand and respect the rich traditions, knowledge systems, and resilience of Aboriginal and Torres Strait Islander peoples, who have maintained their cultural heritage despite the lasting impacts of colonization.

Through this plan, we recognize the responsibility we have as an organisation to address these impacts, which include the dispossession of land, the erosion of cultural identity, and the intergenerational trauma experienced by First Nations communities. The RAP guides us in actively working to reduce the systemic inequalities that persist today, promoting healing and empowerment. It encourages us to confront difficult truths, while building a future founded on equity, justice, and partnership with Aboriginal and Torres Strait Islander peoples.

This plan, guides us to deepen our understanding of Aboriginal and Torres Strait Islander cultures and perspectives, enhancing both our service delivery and workplace environment. This, in turn, fosters trust, respect, and stronger connections with the people we serve.

The RAP aligns with our core values of social justice, and through its goals, we are fostering positive change, reducing systemic barriers, and contributing to healing. Moreover, it helps us meet the diverse needs of our staff and clients, particularly First Nations peoples, while leading the way as an organisation committed to reconciliation and inclusive practice.

## CEO foreword

Communify commits to a Reconciliation Action Plan that embodies our deep respect for Aboriginal and Torres Strait Islander peoples and acknowledges the enduring connection they have to this land.

This plan is more than a set of actions; it is a promise to listen, learn, and walk alongside First Nations communities in a spirit of partnership and mutual respect. We pledge to foster meaningful relationships, build cultural understanding, and create opportunities that contribute to the social, economic, and cultural well-being of Aboriginal and Torres Strait Islander peoples.

Our commitment is to continually reflect, evolve, and take action that drives real and lasting change. We are dedicated to making reconciliation a core part of our identity and operations, ensuring that our journey is one of growth, accountability, and shared progress.

Together, we will work towards a future that honours the past, acknowledges the present, and builds a better tomorrow for all.



**Karen Dare**  
Chief Executive Officer  
Communify Queensland

# Statement from CEO of Reconciliation Australia

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

Community joins a network of more than 3,000 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 Community 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 Community, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.



**Karen Mundine**  
Chief Executive Officer  
Reconciliation Australia



## Vision for reconciliation

Aligned with Communify's vision of fostering an engaged and unified community driving meaningful change, our RAP reaffirms our commitment to the Uluru Statement from the Heart, embracing its principles of voice, treaty, and truth. In the spirit of recognition and reconciliation, we are dedicated to walking alongside Aboriginal and Torres Strait Islander peoples, ensuring they have a prominent voice in decisions impacting their communities and shaping their futures.

### Broad objectives

- **Establish and strengthen mutually beneficial relationships** with Aboriginal and Torres Strait Islander stakeholders and organisations while promoting reconciliation and positive race relations through our sphere of influence. Implement anti-discrimination strategies to support these efforts and foster a more inclusive and respectful environment.
- **Enhance understanding, appreciation, and acknowledgment** of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural education and storytelling. Show respect for Aboriginal and Torres Strait Islander peoples by adhering to cultural protocols and practices.
- **Foster accountability and transparency** by regularly reporting on our Reconciliation Action Plan achievements, challenges, and insights both internally and externally.

### United Nations Declaration on the Rights of Indigenous Peoples, 2007

The United Nations Declaration on the Rights of Indigenous Peoples (UN Declaration) is listed under "Our Obligations" in Communify's Equity, Diversity and Inclusion Policy and it is important that it is referenced in our RAP. Communify recognises and respects the human rights of Indigenous peoples.

The UN Declaration establishes a universal framework of minimum standards for the survival, dignity, wellbeing and rights of the world's Indigenous peoples. Although these specific rights may vary between Aboriginal and Torres Strait Islander groups, in general they include rights to the land, rights to subsistence resources and activities, the right to self-determination and self-government, and the right to practice one's own culture and customs including language and religion.

Implementing the UN Declaration is essential to creating a fair, inclusive and equitable society. [View the document here.](#)

# Our business

## History

**1978:** Communityf originated when a small group of local residents formed the Red Hill Paddington Community Centre (RHPCC) on Caxton Street. The purpose of the centre was to provide activities, support and advocacy services for locals.

**1993:** The RHPCC moved to new premises at 180 Jubilee Terrace in Bardon – which is our main office today.

**2007:** The RHPCC was renamed Communityf Queensland to better align with our vision and mission. The new name also reflects the fact that although we are a local agency, our services are far-reaching and extend beyond just the surrounding suburbs.

**2022:** Over the years we've expanded Communityf's range of programs and services to respond to the evolving needs of our diverse community.

**1 July 2022:** Communityf merged with belong, an established not-for-profit community group providing services and support to the communities of Brisbane's south.

## Services

We provide high-quality, evidence-informed services and help people to access the right support, at the right time, and for the right duration. Through collaborative efforts and community-driven initiatives, Communityf has been able to support people to address the many challenges that life present.

We provide programs and services to over 8,000 community members each year in the areas of aged care, disability, mental and physical health, child protection, family and individual support, housing and homelessness, drug and alcohol recovery and sustaining tenancy. Through our Neighbourhood Centres and Community Development programs, we also offer brief intervention, emergency relief, social inclusion and capacity building activities, food security, and language and skill building support.

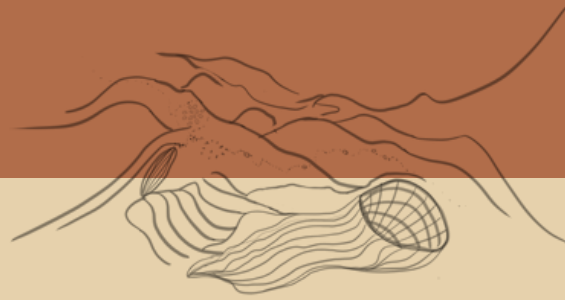
Communityf works with people in Brisbane, mostly inner north suburbs. There are twelve office locations across Brisbane in Bardon, Paddington, Acacia Ridge, New Farm, Fortitude Valley, Spring Hill, Ashmore, West End and Clayfield.

# Our organisational vision

An engaged, unified community leading change.

## Our purpose

Supporting the community on all sides by working creatively to meet needs and interests in a rapidly changing world.



## Organisational values

- **Integrity:** We are committed to a culture of honesty, accountability, transparency and justice.
- **Passionate:** We are determined to actions that improve the quality of life and a sense of belonging.
- **Inclusive:** We advocate for inclusive communities that support participation and access.
- **Creative:** We are committed to new ways of supporting and engaging.
- **Collaborative:** We embrace opportunities to build alliances that strengthen our capacity

These elements are central to our RAP and are clearly reflected in the actions, initiatives, and goals outlined within it.

1. **Aligning Actions with Values:** The initiatives in the RAP are in harmony with Communify's core values.
2. **Vision-Driven Goals:** The objectives in the RAP support Communify's overarching vision by ensuring effective connection and proactive service delivery to Aboriginal and Torres Strait Islander peoples and communities.
3. **Purposeful Engagement:** Communify will engage with stakeholders in a way that reflects our organisation's purpose, especially in relation to our reconciliation efforts.

Ultimately, Communify's RAP fosters a cohesive approach, where our reconciliation and community engagement efforts are guided by our foundational beliefs.

## Our journey so far

Communityfy operates from a variety of locations across the suburbs of Brisbane providing programs and services to the community. These spaces are a hub of community spirit and cultural respect, where the values of reconciliation and engagement with Aboriginal and Torres Strait Islander peoples are an important focus for our services and operations.

Communityfy prides itself on its deep-rooted partnerships and relationships with local Aboriginal and Torres Strait Islander communities. These bonds are not mere formalities but pillars of trust and collaboration. From Boss Boxing to Strong Women Talking, and from the Institute for Urban Indigenous Health (IUIH) to Kurbingai Youth and Family Development, each partnership is nurtured with care and mutual understanding.

Inside Communityfy's Head Office, the walls are adorned with vibrant artworks by Aboriginal and Torres Strait Islander artists. These artworks speak of stories, traditions, and resilience, a visual testament to the rich cultural tapestry that shaped Australia's history and present. The names of our meeting rooms will relate to the artwork displayed in each one. Names like "The Pwerle Sisters Room", will honour Minnie, Emily, Geyla and Molly paying homage to the sisters' paintings which capture their stories and ceremonial body paint designs. Information cards will detail the inspiration behind the selection of the room names.

Every meeting and event commence with a heartfelt "Acknowledgement of Country," a sincere recognition of the Traditional Owners and their enduring connection to the land.



## First Nations activities and celebrations

Throughout the year, Communify actively participates in cultural celebrations like NAIDOC Week and demonstrates its commitment to Close the Gap by observing National Close the Gap Day on the third Thursday of March each year. This day reflects Communify's dedication to advocating for equitable health and wellbeing outcomes for all Australians. Communify strives to unite people, share information, and, most importantly, take meaningful steps towards achieving health equality for First Nations Peoples by 2032.

These occasions are not merely noted on calendars but are actively observed with enthusiasm and a strong commitment to supporting and recognising Aboriginal and Torres Strait Islander Peoples.

At Communify, the spirit of reconciliation is not confined to external gestures alone. It permeates every aspect of the organisation, including internal initiatives like the "Yarning Time" sessions held by Act for Kids and Intensive Family Services. Here, staff engage in candid conversations, learning about culture, community, and the issues facing Aboriginal and Torres Strait Islander peoples today.

Recognising the complexities surrounding Australia Day, Communify encourage staff to participate in alternative commemorations that honour both Survival and Sovereignty. Staff are also offered the option to take leave on another day, ensuring they can observe this important day in a manner aligned with their personal beliefs.

Even in the digital realm, Communify's commitment to reconciliation shines through. Staff email signatures proudly support the Uluru Statement, echoing the organisation's pledge for a fair and equitable future for all Australians.

Outside Communify's Head Office, the Aboriginal and/or Torres Strait Islander flags fly proudly during significant times, standing tall as symbols of unity and respect.

Through these actions, both physical and philosophical, Communify embodies its dedication to reconciliation and engagement. It isn't just about ticking boxes or meeting quotas; it is about fostering genuine connections, understanding histories, and shaping a more inclusive future—one where Aboriginal and Torres Strait Islander peoples are not just partners but leaders in their own right.





*Photo by Weaving Womxn participant*



*Photo by Rhett Hammerton*

# Our timeline

**Communify has embarked on a journey of reconciliation—a journey that has and will continue to shape its identity and mission in profound ways.**

Our services and employees have participated in a range of activities and opportunities since commencing our reconciliation journey.

<b>2014</b>	It all began in 2014, when the first seeds of awareness were sown. A group of employees and volunteers gathered for "Politics in the Pub," delving into the topic of "Aboriginal People in the Inner City." It was a moment of enlightenment, sparking conversations that would continue to resonate within Communify's walls for years to come.
<b>2015</b>	The following year, the discussions continued with another instalment of "Politics in the Pub," this time focusing on "Recognise- Who's Afraid of the Constitution?" These events weren't just talks; they were opportunities for learning, understanding, and fostering a deeper connection to the Indigenous cultures that enriched the community.
<b>2019</b>	<p>By 2019, the momentum had grown. Communify established a Diversity and Inclusion Committee, marking a formal commitment to promoting understanding and respect among all community members. Out of this committee emerged the "Lunchbox Legends" workshop—an annual event designed to celebrate cultural diversity and foster inclusivity within the organization.</p> <p>That same year, a significant milestone was reached as Communify's staff engaged in Cultural Awareness Training facilitated by Olivia Donnini. This training delved into the complexities of intergenerational inheritance, exploring themes of trauma and resilience among Aboriginal and Torres Strait Islander communities.</p> <p>NAIDOC Week became a cornerstone in Communify's calendar, with the Engagement team setting up a stall at Musgrave Park Family Fun Day for four consecutive years. This annual event celebrated Indigenous culture, showcasing traditions, arts, and community spirit.</p>

<p><b>2020</b></p>	<p>In 2020, amidst global conversations on racial equality, Communify hosted a film screening in solidarity with the Black Lives Matter movement. This event not only raised awareness but also highlighted local heroes like Sammy Leone, whose dedication to empowering youth through boxing resonated deeply with the community. This “Let’s Talk About It Event” raised funds for The Boss Boxing.</p> <p>A smoking ceremony was conducted at the opening of The New Farm Neighborhood Centre.</p>
<p><b>2021</b></p>	<p>The journey continued into 2021 with Communify Queensland leaders participating in a Cultural Capacity Workshop led by Dr. Jackie Huggins. This workshop enriched their understanding of cultural diversity and provided tools to further promote inclusivity within their programs.</p> <p>Throughout the years, Communify remained committed to providing tangible support. They offered free venue hire to groups like the BRISSC First Nations Women's Arts Group, showcasing their healing artworks in an exhibition titled “Ya’djin Yudoo Wung-gu – “Speak Beautiful Talk.”</p> <p>Communify Queensland community services leaders attended Domestic Violence training hosted by Strong Women Talking.</p> <p>Weaving Womxn group started. Weaving Womxn embraces a safe and inclusive space for women (all women-identifying and non-binary community members) to connect and heal through weaving, beading, conversation and more. Open to women of all cultural backgrounds, facilitators of the Weaving Womxn group have attended workshops and learned from First Nation artists including, Aunty Sonja and Leecee Carmichael, who are Ngugi women of the Quandamooka people from Mulgimpin/Moreton Island and Minjerribah/North Stradbroke Island, Queensland. The Weaving Womxn group has evolved from being a First Nations women's group to extending the welcome to all woman in the community to create a safe place for connection, conversation and healing through art.</p>
<p><b>2022</b></p>	<p>By 2022, Communify proudly included artwork and a statement from Aboriginal Elder and staff member Ali James in their Annual Report, symbolizing the integration of Indigenous perspectives into their organisational fabric.</p> <p>Binkenba Place, a transitional supported housing facility designed to aid Aboriginal and Torres Strait Islander women over 45 years into long-term secure housing, was opened by the Sustaining Tenancies team with an 80% Indigenous women tenancy rate.</p>

<p>2023</p>	<p>In 2023, the community engagement continued with Acacia Ridge Community Centre hosting critical conversations about the referendum, engaging both Aboriginal and Torres Strait Islander elders and the wider community in discussions about its impact. One with Aboriginal and Torres Strait Islander elders and one with the wider community.</p> <p>We facilitated a Politics in the Pub event in August 2023 with an expert panel to lead the discussion topic “Referendum Yes or No” .</p> <p>Our Annual Report for the 2022/23 Financial Year included a Diversity statement and support for the Uluru Statement from the Heart.</p>
<p>2024</p>	<p>In 2024, Communify's commitment to reconciliation shone brightly as Acacia Ridge Community Centre hosted an art show for Aboriginal artist Dave Riley and provided space for the Murri School to run parenting classes at no cost, further cementing their role as a hub for cultural celebration and support.</p> <p>Through each event, workshop, and initiative, Communify not only embraced reconciliation but also thrived in its mission to build bridges, foster understanding, and celebrate the rich tapestry of cultures that defined their community. It is a journey of learning, growth, and above all, unity—a testament to the power of community-driven change.</p> <p>Invasion Day Rally. Staff attend annually and participate in Meanjin Invasion Day Rally as a local community event as allies and as mob.</p> <p>Communify Intensive Family Support staff attend the National Sorry Day Ceremony held at Teralba Park each year on 26 May to commemorate the Stolen Generations.</p> <p>Communify's Intensive Family Support team in partnership with Act for Kids facilitate activities at the Zillmere Community Centre on “National Aboriginal &amp; Torres Strait Islander Children's Day”. This is open to all families within the local community, and current IFS families.</p>

# Our people

Community currently employs 323 people and is committed to fostering an inclusive environment that embraces diversity across all dimensions, including age, nationality, religious beliefs, skills, sexual orientation, and political views.

We believe that a diverse workforce enriches our organisation by bringing together a wide range of perspectives, experiences, and knowledge. This diversity is a valuable asset, allowing us to recognize and leverage the unique strengths each employee contributes.

Among our team, five members identify as Aboriginal and Torres Strait Islander people. Our staff represents a rich tapestry of nationalities, with people from Australia, Chile, China, Colombia, the Cook Islands, India, Indonesia, New Zealand, Ireland, Kenya, Nepal, South Africa, and Thailand.

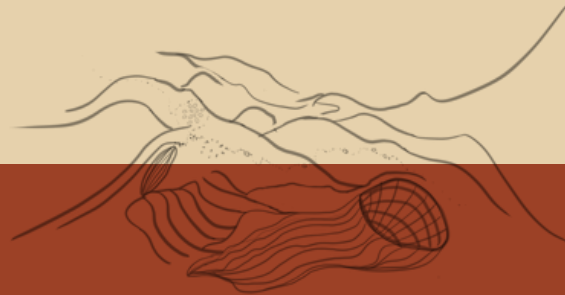
## Staff years of service

- > 1 year - 142 staff members
- 1-2 years - 105 staff members
- 3 years - 22 staff members
- 4 years - 13 staff members
- 5 years - 7 staff members
- **6-10 years - 25 staff members**
- 11-15 years - 5 staff members
- 16-20 years - 3 staff members
- **21-30 years - 1 staff member**



# Diversity and inclusion statement

Communify is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with disability.



## Our motivation (why)

Communify recognises Aboriginal and Torres Strait Islander peoples as the oldest continuing civilization in Australia. We honour their rich cultural heritages and contributions to our community.

Communify has invested in the development of a Reconciliation Action Plan (RAP) to continue to build strong relationships and engage meaningfully with Aboriginal and Torres Strait Islander peoples, organisations, and communities. Our RAP aims to create a unified community where Aboriginal and Torres Strait Islander peoples have equal access to Communify services and opportunities shared with all Australians.

The RAP development provides Communify with the time, structure, and opportunity to consolidate our existing actions and raise awareness and provide continued support for Aboriginal and Torres Strait Islander peoples within our community. Our RAP actions form a pathway to deepen our understanding of Aboriginal and Torres Strait Islander cultures, practices, languages, and customs.

Our RAP outlines practical and measurable methods for reconciliation, including establishing inclusive governance models, providing culturally appropriate training and staff development opportunities, developing meaningful and effective relationships with Aboriginal and Torres Strait Islander peoples, communities, and organisations, and building accountability and transparency through regular reporting of RAP achievements. These actions lead to a more inclusive and culturally aware Communify.

By working closely with Aboriginal and Torres Strait Islander communities and respecting their knowledge and experiences, we strive to create a culturally safe environment for all.

## How we will achieve our goals

Our commitment to Aboriginal and Torres Strait Islander peoples will be achieved through identifying and strengthening our relationships with local First Nations individuals and organisations, and developing new partnerships that are respectful and sustainable.

We will build a business case for increasing Communiy's understanding of and respect for Aboriginal and Torres Strait Islander peoples and cultures, resulting in the implementation of several actions outlined in our RAP.

A RAP Working Group (RWG) has been established to assist with carrying out these processes and actions. This group will consist of Communiy employees, volunteers, and community members, including self-identified Aboriginal and Torres Strait Islander peoples as well as individuals connected to local Aboriginal communities.

The RAP Working Group will be responsible for facilitating discussion and implementing actions to create a more culturally safe organisation and spaces across Communiy sites. This includes respecting and integrating cultural protocols in all our practices.

Promoting truth telling and engaging with Aboriginal and Torres Strait Islander peoples will be a focus throughout the writing and implementation of the RAP. We commit to seeking out and listening to stories told by Aboriginal and Torres Strait Islander peoples to understand and actively work towards true reconciliation by providing equality of opportunity to our services and programs for all.

We will ensure all staff and volunteers receive comprehensive cultural competency training to foster a culturally safe environment. Additionally, we will establish measurable outcomes and regularly review our progress to maintain accountability and drive continuous improvement.





*Photo by Rhett Hammerton*

## Our RAP Working Group

### **Karen Dare - Community Queensland CEO and RAP Champion**

Karen has a background in social sciences and over 30 years of experience in the community sector. She has been with Community since 1994, witnessing its transformation from a modest neighbourhood centre into a vibrant, multi-service hub. With a consistent focus on community development, Karen collaborates with the Community Management team to create and enhance services and programs for Brisbane residents.

In addition to her role at Community, Karen has been actively involved in the community, serving on the boards of several notable organisations and committees, including 4Walls Housing Company, the Suncorp Stadium Advisory Committee, and the Building Services Authority. Her passion lies in developing responsive services in areas such as housing, mental health, family support, emergency relief, and refugee assistance.

Karen has been honoured with the 2001 Centenary Medal and the Brisbane Australia Day Award for her significant contributions to the community sector.

### **Committed to Opportunities**

## **Dai Gwynne-Jones - Communify Queensland Board Representative**

Dai is a seasoned Communications Director with 30 years of experience working with major international brands, specialising in strategy and growth. He actively contributes to the community as a Communify Board Member. Dai is deeply committed to enhancing local communities, focusing on providing comprehensive support services for individuals with complex needs. His dedication to this cause is evident in his efforts to improve the lives of less fortunate members of society.

### **Committed to Governance and Reporting**

## **Pam Boavida - RAP Project Manager, Community Spaces Coordinator**

Pam has spearheaded the creation of Communify's Reconciliation Action Plan. With extensive experience in community development, she has earned National Recognition for her wellbeing programs designed for Muslim and Spanish-speaking women. Additionally, Pam spent five years as the National Volunteer Coordinator for Yalari, a not-for-profit organisation that supports Aboriginal and Torres Strait Islander young people by offering scholarships for top-quality education across Australia.

### **Committed to Relationships**

## **Sam Wolstenholme - Communify Queensland Marketing and Communications Manager**

Sam is a marketing manager who joined the Communify team in 2022 as Communications and Marketing Coordinator. A born storyteller, Sam loves to harness the power of digital and traditional media to promote social justice issues and causes she is passionate about. In her work with the RAP Working Group, Sam engaged artist Jody Rallah for the creation of the Reflect RAP artwork, and she has overseen strategic promotion for recent key Communify reconciliation events including the Reflect RAP Launch smoking ceremony in 2024. She looks forward to facilitating further opportunities for supporting and elevating First Nations creators.

### **Committed to Opportunities**

## **Stephanie Fredericks - Communify Navigators**

Stephanie proudly identifies as Aboriginal, making reconciliation very close to her heart. Her mob is Koa originally from the Winton area however lived in Cherbourg on Wakka Wakka country. She has worked and lived in Aboriginal communities her entire life and recently assisted her mob with Native Title. Stephanie joined the working group as another meaningful way to contribute to reconciliation efforts.

### **Committed to Respect**

## Miranda Woods - New Farm Neighbourhood Centre Coordinator

Miranda considers herself to be an ally who recognises the importance of not speaking for or on behalf of First Nations people. She has connection to community in her personal and professional life and practices under a Decolonizing Indigenous Framework wherever possible. She believes a robust Reconciliation Action Plan is an essential step towards Closing the Gap and working towards better Primary Health outcomes for Aboriginal and Torres Strait Islander peoples.

### Committed to Respect

## Brooke Starr - Lived Experience Practice & Development Manager

Brooke's role is around Lived Experience Practice and Development across Community. She has had significant experience working with Aboriginal and Torres Strait Islander people in Cherbourg to engage the voices of lived experience and ensure they were a driver for a co design, which was focused on developing resources specific to a national NDIS project.

### Committed to Relationships

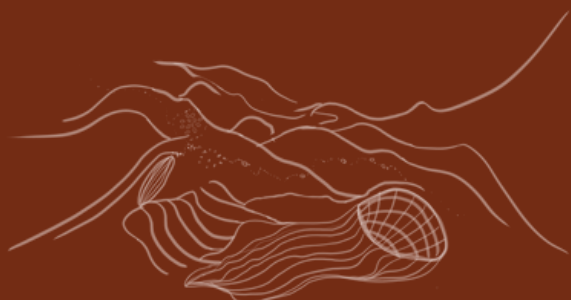
## Trish Edington - Neighbourhood Centre Worker

## Ramone Close - Managing Director WePT

Ramone is a proud Quandamooka, Butchulla & Githabul First Nations entrepreneur with a demonstrated history of working in corporate and community sectors. Ramone's organisation PLANZZ Australia is committed to supporting Community in the development of its inaugural Reconciliation Action Plan (RAP). Ramone has provided external guidance to Community utilising his extensive knowledge and range of contacts within the Aboriginal and Torres Strait Islander communities.

---

The RAP Working Group was initially formed in April 2024 with four members. Following the launch of the RAP project, interest in joining the group surged, bringing our current committee total to nine members.



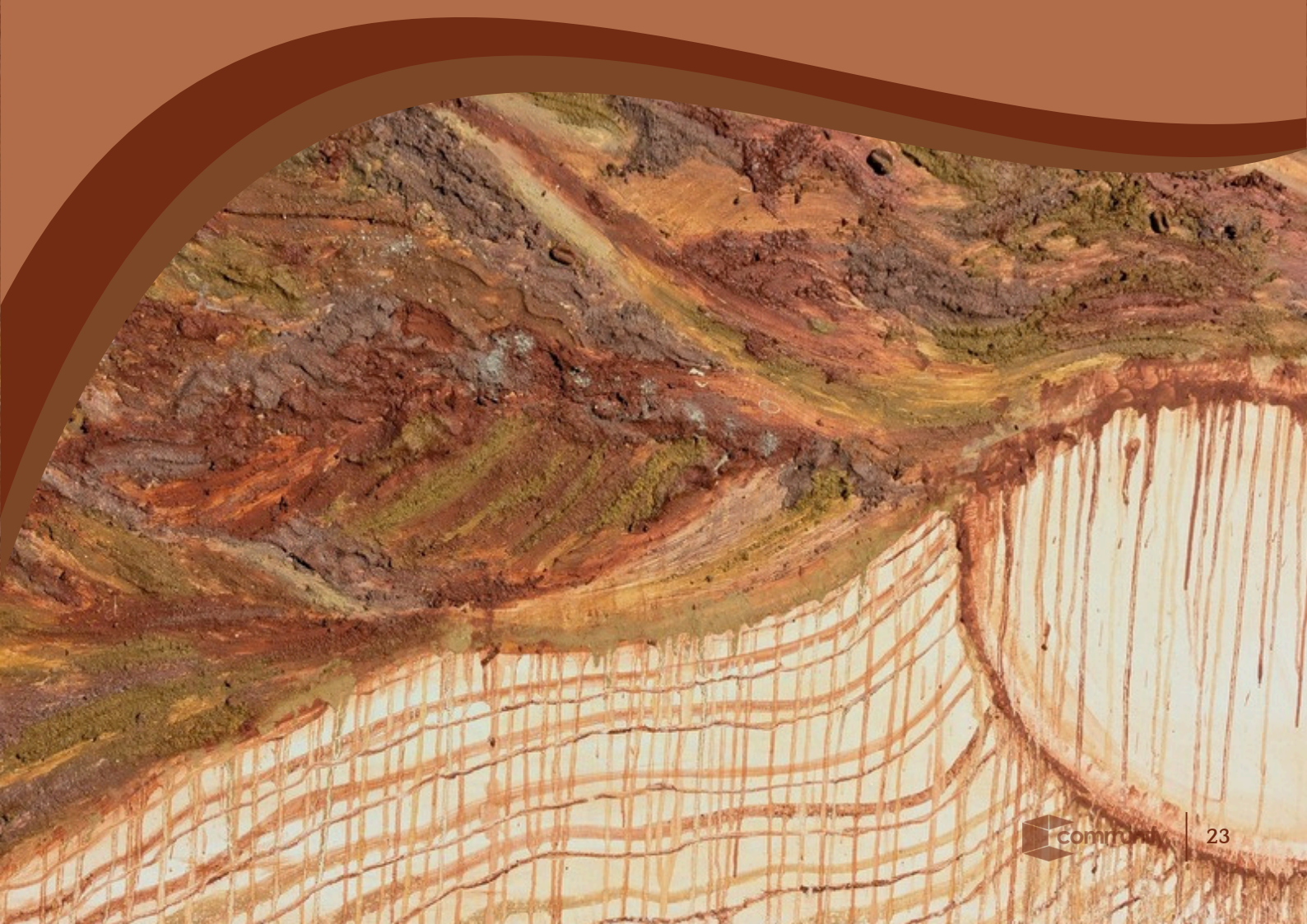
## Message from our Relationship Manager

*"Working alongside CommuniFi as their Cultural Advisor is both a privilege and a shared journey toward meaningful change. I am honoured to support an organisation committed to genuine, positive impact within First Nations communities, walking together to foster respect, understanding, and empowerment. CommuniFi's dedication to reconciliation reflects a deep commitment to not only serve but uplift, creating spaces where First Nations voices, histories, and strengths are acknowledged and celebrated. Together, we are paving a pathway for real progress, and I am inspired by our shared vision for a more inclusive, connected future."*



**Ramone Close**

First Nations Relationship Manager, CommuniFi



# Our RAP Working Group commitments

## Relationships

### Commitment to Relationships

#### **Pam Boavida**

I am committed to supporting CommuniFY staff, volunteers, and our community in building strong relationships based on trust, respect, and knowledge, and ensuring these relationships are free from racism.

#### **Brooke Starr**

I am committed to developing and building strong, authentic relationships that reflect the views and needs of First Nations people. I support the ongoing strengthening of our cultural integrity to create opportunities for their voices to be heard and valued within our communities.

#### **Trish Edington**

I commit to standing alongside the Aboriginal and Torres Strait Islander peoples of these lands. To listen, collaborate and continue to hold space, supporting and respecting their dreams, aspirations and culture and to strengthen the relationships to better support as they lead the way in the fight for self-determination.

## Respect

### Commitment to Respect

#### **Stephanie Fredericks**

As a proud Guwa-Koa woman, I commit to upholding and sharing the cultural heritage of my ancestors. I will continue to contribute to building respect for Aboriginal and Torres Strait Islander cultures, advocating for the inclusion of Indigenous voices, and fostering environments where our traditions, histories, and perspectives are respected and celebrated. My commitment is to ensure that respect for Indigenous peoples is embedded in all areas of our work and community.

#### **Miranda Woods**

I commit to standing with Aboriginal and Torres Strait Islander People in developing and strengthening respectful relationships, resources and communications.

## Opportunities

### Commitment to Opportunities

#### **Karen Dare**

I am committed to creating meaningful opportunities for Aboriginal and Torres Strait Islander peoples, organisations, and communities. This includes increasing supplier diversity to drive improved economic and social outcomes, as well as developing and implementing culturally appropriate, partnership-focused solutions that create the right environment for Aboriginal and Torres Strait Islander peoples to engage equally in education, employment, and health opportunities.

#### **Sam Wolstenholme**

I am committed to implementing actions that transform reconciliation intentions into outcomes that support cultural integrity, justice and advancement for Aboriginal and Torres Strait Islander individuals and organisations. I am committed to:

- Forging relationships with First Nations community members, business owners and leaders
- Facilitating equal health, employment and education opportunities for First Nations people through a culturally inclusive approach
- Honouring First Nations stories, histories, culture and ways of life
- Creating space for, seeking out, and elevating First Nations voices in socio-political discourse

## Governance

#### **Dai Gwynne-Jones**

I am committed to ensure our reconciliation efforts and initiatives are integrated throughout our organisation, with strong support from our Board. Our RAP will build strong foundations and relationships that lead to sustainable and impactful long-term outcomes which will be developed with respect, integrity and good governance.



# Relationships



Community recognises that our services create opportunities for Aboriginal and Torres Strait Islander peoples and communities to enhance their lives. We are committed to strengthening our engagement and building mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, organisations, and communities. We aim to promote reconciliation and foster positive race relations through our influence and efforts.

Action	Deliverable	Timeline/ Completed	Responsibility
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.	February 2025	RAP Coordinator RWG
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	April 2025	RAP Coordinator
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	April 2025	Communications and Marketing Coordinator
	RAP Working Group members to participate in an external NRW event.	May 27-June 3 2025	RAP Coordinator
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	May 27-June 3 2025	Diversity and Inclusion Committee Leader

	Communicate our commitment to reconciliation to all staff.	July 2024	CEO
3. Promote reconciliation through our sphere of influence.	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	February 2025	RAP Coordinator
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2025	CEO RAP Coordinator RWG
	Continue to build on our relationships with community organisations such as the Murri School and the Elders at Acacia Ridge.	February 2026	Acacia Ridge Community Centre Coordinator
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	August 2025	Quality Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	October 2025	Quality Manager Manager People and Learning





# Respect



Community acknowledges that achieving genuine reconciliation involves a deep understanding of the cultures, histories, and truths of Aboriginal and Torres Strait Islander peoples. At Community, we are dedicated to truth-telling and mutual respect, committing ourselves to attentive listening and ongoing learning as we pursue this path. We aim to enhance our understanding of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights by respecting cultural protocols and actively participating in celebrations of cultural significance.

Action	Deliverable	Timeline/ Completed	Responsibility
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.	November 2025	RAP Coordinator RWG
	Conduct a review of cultural learning needs within our organisation.	April 2025	Manager People and Learning
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.	July 2025	RAP Coordinator RWG
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	November 2025	RAP Coordinator RWG Diversity Committee

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/July 2025	Communications and Marketing Coordinator
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	Communications and Marketing Coordinator
	RAP Working Group to participate in an external NAIDOC Week event.	July 6-13 2025	RAP Coordinator RWG
8. Continue to raise awareness of Truth Telling and support education about the Uluru Statement from the Heart.	Provide information sessions on Truth Telling to adequately prepare staff to listen to Truth Telling.	December 2025	Manager People and Learning
	Host education sessions to support staff understanding of the Uluru Statement from the Heart.	October 2025	Manager People and Learning

Photo by Markus Springett





# Opportunities



Community is committed to creating meaningful opportunities for Aboriginal and Torres Strait Islander peoples, organisations, and communities. Central to this undertaking is our dedication to fostering a workplace that values and appreciates the diverse skills, experiences, backgrounds, and cultural perspectives of our staff. We strive to create a culturally supportive and safe environment for Aboriginal and Torres Strait Islander employees, as well as for all our team members.

Action	Deliverable	Timeline/ Completed	Responsibility
9. 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.	November 2025	RWG Manager People and Learning
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2025	Manager People and Learning Leadership Team
	Continue to educate managers on relevant policies eg Cultural Leave and flexible working options for January 26.	July 2025	Manager People and Learning
10. 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.	January 2026	CEO CFO
	Investigate Supply Nation membership.	March 2025	RAP Coordinator



# Governance



Our reconciliation efforts and initiatives are integrated throughout our organisation, with strong support from our Board and Executive Team. Communify will strive for accountability and transparency by measuring our progress and reporting on the achievements, challenges, and insights gained during the implementation of this Reflect Reconciliation Action Plan.

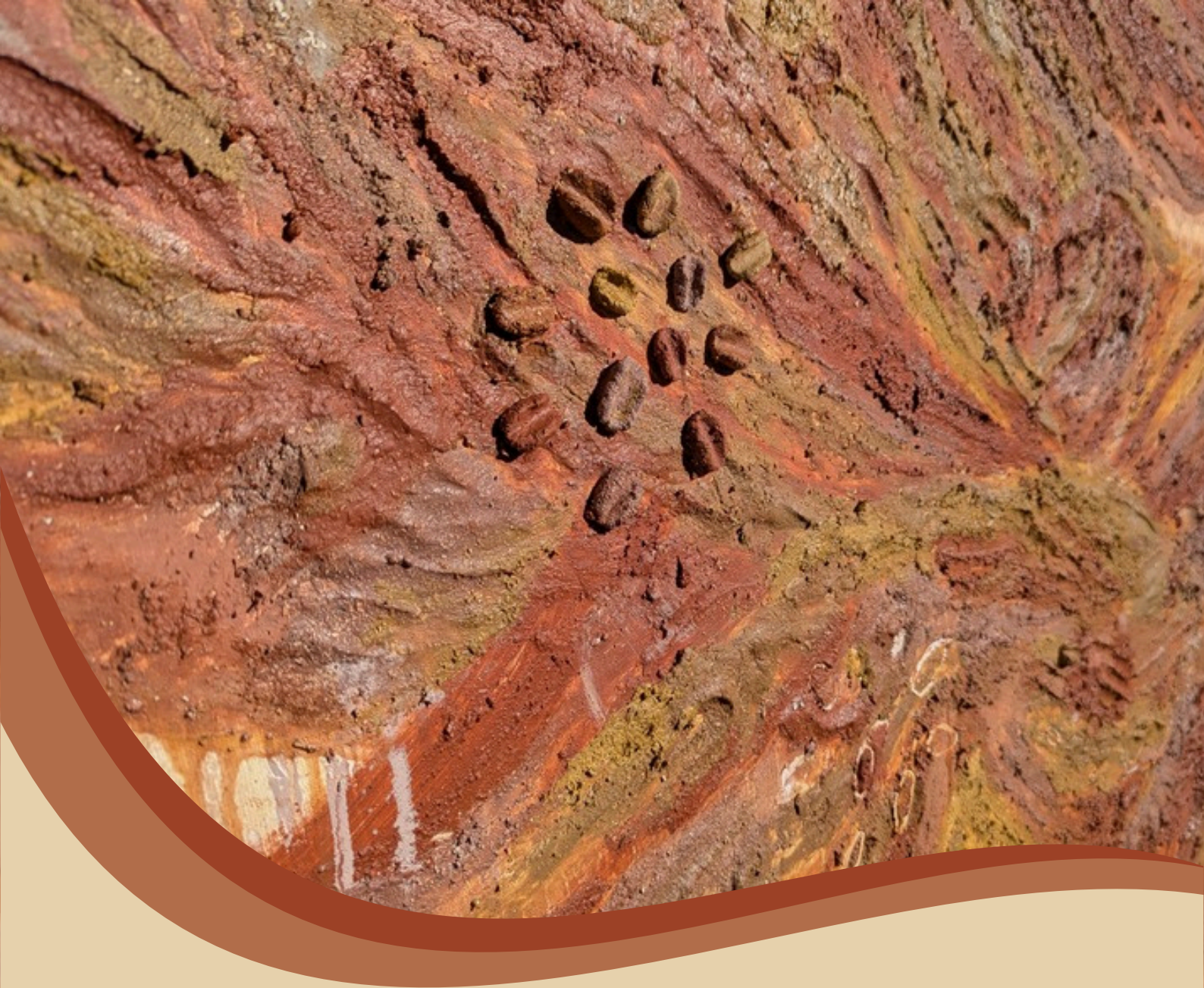
Action	Deliverable	Timeline/ Completed	Responsibility
11. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	RWG to meet a minimum of four times a year to govern RAP implementation.	January, April, July, October 2025	RAP Coordinator
	Review and apply the Terms of Reference for the RWG.	June 2025	RAP Coordinator
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2024	RAP Coordinator Communify staff
12. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	February 2025	CEO
	Engage senior leaders in the delivery of RAP commitments.	February, April, June, August, October, November 2025	Leadership Team
	Appoint a senior leader to champion our RAP internally.	February 2025	CEO
	Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2025	RAP Coordinator RWG

13. 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	RAP Coordinator
	Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey.	1 August annually	RAP Coordinator
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September annually	RAP Coordinator
14. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	December 2025	RAP Coordinator CEO

**Photography disclaimer:** The photography featured in this document has been provided to Community with permission from their creators to utilise in our marketing materials.







# Communify Queensland Limited

## Head Office:

180 Jubilee Tce, Bardon

(07) 3510 2700

[admin@communify.org.au](mailto:admin@communify.org.au)

[communify.org.au](http://communify.org.au)

