



Reflect Reconciliation Action Plan

JANUARY 2025 – JUNE 2026

Contents

02	Message From Our Board
03	Message from Kathleen Hope, SunnyKids, CEO
04	Statement from CEO of Reconciliation Australia
05	Acknowledgment
06	SunnyKids Journey
08	Our Vision / Our Mission
08	Our Values
08	Our Commitment
09	Our Strategic Objectives
09	Our Business
10	Virtual Village Practice Framework
11	Our Vision for Reconciliation
12	Our Role
13	Our Reconciliation Action Plan
13	Reconciliation Action Plan Working Group
14	SunnyKids' Reconciliation Story
20	Relationships
21	Respect
22	Opportunities
23	Governance

Message from our Board

We acknowledge the Kabi Kabi and Jinibara Peoples as the Traditional Owners of the land we work, live and rest.

We acknowledge that legacy issues resulting from colonisation are still experienced by all First Nations peoples. We are committed to continual growth in cultural understanding and appreciation by paying respect to Elders past and present.

We are respectful of and embrace diversity across all spectrums ensuring an environment of understanding and appreciation in the design, delivery and governance of family support to women and children experiencing domestic and family violence.

We acknowledge that the work SunnyKids undertakes may impact broader communities. The board and staff at SunnyKids take their responsibility seriously to connect and work within these communities to ensure that help and support is accessible and provided to vulnerable children and families within Aboriginal and Torres Strait Islander communities.

This is the beginning of SunnyKids Reflect Reconciliation Action Plan journey, and the board is committed to developing reconciliation commitments within the organisation itself and to positively impact the broader community. This includes ensuring that during the reflection process, commitments are made to the implementation of ongoing actions to continue building solid foundations and relationships within Aboriginal and Torres Strait Islander communities.

As part of this process the board actively participates in the Reconciliation Action Plan Working Group and the Aboriginal & Cultural Sub Committee. This allows the board to not only advise on the needs of the organisation but ensure that there is ongoing awareness, respect, engagement and collaboration with the board, staff members, volunteers, families, and community stakeholders. This includes evaluating and learning from both success and failures.

SunnyKids will continue to focus on the power of collective action to achieve meaningful change during this journey of reconciliation.



Kathleen Hope
CEO, SunnyKids

Message from Kathleen Hope, CEO

We are proud to present our Reflect Reconciliation Action Plan (RAP). This plan is not just a document; it is our guide to support our efforts in building stronger relationships with Aboriginal and Torres Strait Islander communities and fostering a culture of understanding and respect. We feel a profound sense of responsibility and optimism as we embark on an important journey together – the journey towards reconciliation.

As an organisation, we have always prided ourselves on our commitment to diversity, equity, and inclusion. However, we recognize that there is much more work to be done, particularly in embedding cultural safety in our services. We believe this is critical in advancing our role to prevent family violence and violence against women for future generations to come.

We are committed to engaging with Aboriginal and Torres Strait Islander communities in meaningful and respectful ways. This means listening to their voices, understanding their needs, and collaborating on initiatives that promote mutual benefit and understanding.

We will be courageous on our journey, as we acknowledge and accept the work ahead of us for a reconciled Australia.

As leaders in our industry, we have a unique platform to advocate for reconciliation on a broader scale.

We will use our influence to support policy changes, initiatives and partnerships that advance the cause of reconciliation and promote Aboriginal and Torres Strait Islander rights. We know that this journey will not always be easy and there will undoubtedly be challenges along the way, yet we firmly believe that by working together with humility, empathy, and determination, we can make meaningful progress towards reconciliation.

Together, we can build a more just and inclusive future for all. Together, we take these first important steps towards reconciliation.

Kathleen Hope
CEO, SunnyKids



Statement from CEO of Reconciliation Australia

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

SunnyKids Ltd 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 SunnyKids Ltd 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 SunnyKids Ltd, 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



Karen Mundine
Chief Executive Officer
Reconciliation Australia



Acknowledgment

SunnyKids acknowledge the Traditional Owners of the land on which we work, live and rest.

We appreciate the importance of building stronger relationships with Aboriginal and Torres Strait Islander peoples to foster a culture of understanding and respect. By listening to their voices, understanding their needs, and collaborating, we promote healing, mutual understanding, and progress towards reconciliation. SunnyKids continue our commitment to embrace diversity, equity, and inclusion.

Cultural sensitivity statement

Aboriginal and Torres Strait Islander people are advised that this document may contain images or content referring to people who have passed away.



Jawan-Earnest Williams
(left), Elih Williams (right)
from Triballink.

SunnyKids' Journey

This artwork represents the SunnyKids Organisation Reconciliation Action Plan. SunnyKids vision is to support people experiencing domestic and family violence, and hardship by making a difference in helping families and kids shine for a brighter future.

The artwork shares SunnyKids journey showing a supportive, compassionate and effective service for Aboriginal and Torres Strait Islander peoples living on Kabi Kabi Gubbi Gubbi and Jinibara country- the Sunshine Coast.

The large gathering circle in the middle of the artwork represents SunnyKids and the village they have created to support families and children including Aboriginal and Torres Strait Islander families living in the community.

The footprints paving around the artwork represents the journey of families within the community.

The 5 smaller gathering circles represent the support from staff working at SunnyKids supporting families and young children guiding them through their footprint journey.

The small people symbols surrounding the footprint journey represent the other support services that SunnyKids have partnered with for an additional holistic support for families.

The 3 mountain symbols represent the Glasshouse Mountains, a significant landmark on Kabi Kabi Gubbi Gubbi and Jinibara country.

The surrounding design around the mountains represent the hinterland and the connection to land we all play part of living in the community.

The blue design represents our coastal parts that surround our community on country.

The Bunya tree represents the Kabi Kabi Gubbi Gubbi and Jinibara people as the traditional custodians of the country SunnyKids works and delivers care to.

Surrounding the Bunya tree is seeds, these seeds represent the development and growth of SunnyKids and the journey continuing to grow and support the community.

The sun symbol represents a brighter future for families and young children. The stars in the night sky represent potential clients shining bright while supported by SunnyKids. Both the day and night in the artwork also signify the beginning of a new day for new possibilities for families.

The background surrounding the detailed artwork journey represents the journey of SunnyKids, and showing that the journey is not always straight in one direction but also supported and connected together for a better outcome for families and young children for many more generations.

Artwork & story by Mandy Draper



Mandy Draper
Artist



Our Vision

A community in which everyone feels safe, belongs, and has the chance to reach their full potential.

Our Mission

We work to ensure that every child, family, and individual who needs help can get it.

Our Commitment

We will NOT be silent about the impacts of domestic and family violence and we will:

- Seek to normalise conversations at every opportunity to build social change, while proactively advocating for system change through all tiers of government.
- Seek creative ways to engage with vulnerable children and their families outside of traditional systemic applications.
- Engage the community to enhance social responsibility in building a strong future for everyone.



our Strategic objectives



Review community need, changes, and dynamics continually to ensure programs remain targeted.



Commit to community education and seek opportunities to share knowledge to effect change.



Expand our reach to children, individuals, and families across the community as a priority goal.



Balance program growth with comprehensive analysis of complexities, within cases.



Evaluate congruence of messaging and brand management and service provision to ensure authentic application of expertise.

our Business

SunnyKids is a small organisation comprised of 22 team members, including 3 staff who identify as Aboriginal or Torres Strait Islander peoples.

We will continue to further recruit, support and retain staff from diverse backgrounds to reflect the diversity of our service users and clients. Services are provided from our Head Office in Maroochydore, Cooroy office and Noosa Satellite office, all located on the Sunshine Coast.

SunnyKids provides a social and emotional safety net for thousands of children and their families throughout Queensland. We employ a comprehensive approach that combines early intervention, crisis work and intensive family support to people experiencing or at risk of homelessness, domestic and family violence, abuse and disadvantage for children, young people, and adults.

The organisation offers emergency accommodation, educational programs, corporate domestic and family violence training, complex case management and advocacy for domestic and family violence victims. Collaborating with health, education, and child protection agencies, SunnyKids strives to ensure the safety of the community by providing wrap-around support services.

Central to our efforts is our highly recognised 'Virtual Village' practice model. Our evidence-based service model is unique, developed by us, focusing on the client and their family. Our approach is shaped by our extensive experience and a deep understanding of contemporary methodologies and relevant theories. We prioritise a framework that is rooted in our accumulated knowledge and practical insights. This has resulted in an empowerment model, underpinned by accountability, recognising our clients' capacity, and cultivating that capacity.

Virtual Village Practice Framework



Economic stability

SunnyKids works to ensure economic stability by building families capacity to better cope with the stressors of everyday living.

We find that the critical factors to economic stability are frequently correlated to other factors.

Examples include people paying nightly rent for caravans because they are blacklisted from the rental system, loss of employment due to unresolved health needs of family members – including children and adults.

On the journey to economic stability, we provide support to ensure sustainability.



Cultural connectedness

SunnyKids works to support cultural connectedness by assisting families to engage with their culture/s community of choice.

Due to high participation rates of Aboriginal and/or Torres Strait Islander peoples, Australian South Sea Islander peoples and other Culturally and Linguistically Diverse participants in our services, the Board has established the SunnyKids Aboriginal and Cultural sub-committee which proactively enhances cultural sensitivity and builds connections, links, and partnerships to assist in cultural safety for these particular groups.

However, SunnyKids also recognises that all people need cultural connectedness and are therefore proactive in supporting all participants regardless of culture or community of choice to develop a strong sense of belonging and connectedness in their community.



Success in education

Quality learning experiences, particularly from 0 – 12 years lay the foundation for children's success in school and life.

Through SunnyKids health partnerships we have developed extensive networks across education providers from day care through to tertiary institutions.

Since 2004 we have been facilitating partnerships between schools, families and other service providers.



Health and wellbeing

Since 2005, SunnyKids has been coordinating services across Government Departments including Queensland Health which has led to a mature network of health provider partners.

Today SunnyKids partners strategically with private and public, child and family health services on the Sunshine Coast.

These services include Pediatricians and allied health services such as Psychologists, Occupational Therapists and Speech Therapists who have identified their need to work with SunnyKids to deliver targeted and intensive services for vulnerable families for those children where a health or developmental need is identified.



Safe and nurturing relationships

The factors most commonly associated with the occurrence of child abuse and neglect are domestic violence, parental substance use and parental mental health concerns.

These types of issues are complex, often inter-related and chronic in nature and rarely occur in isolation.

Through SunnyKids direct support and network partners, a range of supports are offered to ensure a coordinated, effective response to these inter-related case complexities.

Our Vision for Reconciliation

SunnyKids actively supports Reconciliation Australia's vision of a just, equitable and reconciled Australia. Our Vision is for a country where Aboriginal and Torres Strait Islander peoples are respected, listened to, recognised and are the architects of their self-determination.

The 'freedom to live well, to determine what it means to live well according to our own values and beliefs' (Australian Human Rights Commission).

Our practice framework seeks to uphold 'self-determination'. As individuals and as an organisation we will continue to support Aboriginal and Torres Strait Islander peoples working with us, for us and in our networks to make the community safe, respectful, and inclusive.



Brad Hore's painting auctioned to raise funds at the Mayoral Ball 2022.

our Role

SunnyKids believes that self determination is critical and that Aboriginal and Torres Strait Islander peoples are involved in any development of solutions that work towards helping their communities to heal.

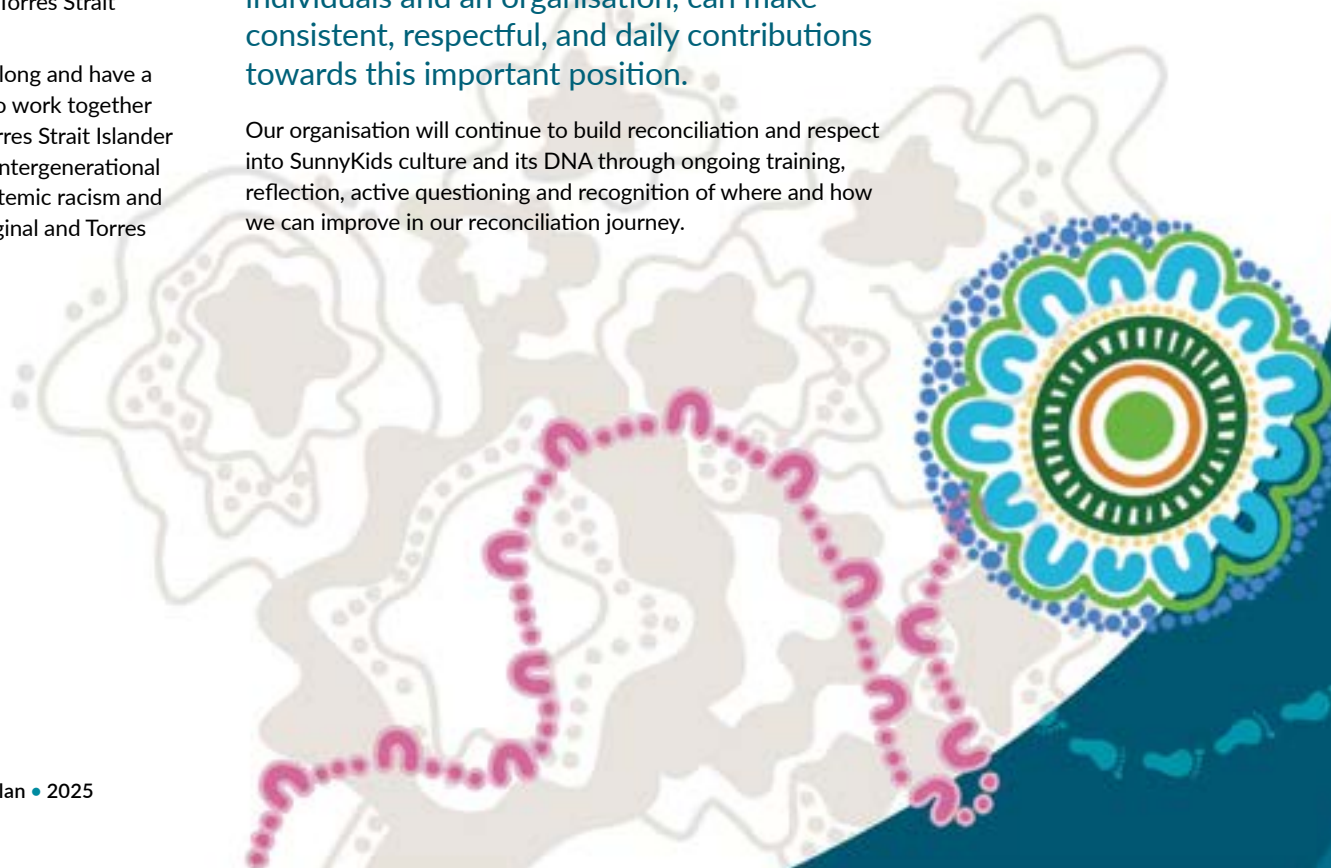
SunnyKids has an important role to play in addressing systemic disparities that lead to disadvantage. There are 8,500 (2.4%) of the Sunshine Coast population who identify as Aboriginal or Torres Strait Islander peoples. Within our client base approximately 20% identify as Aboriginal and Torres Strait Islander peoples each year.

We believe that for all children to feel safe, belong and have a chance to reach their full potential, we need to work together to understand and embrace Aboriginal and Torres Strait Islander cultures. We recognise and acknowledge the intergenerational impacts of colonisation and the continued systemic racism and societal marginalisation experienced by Aboriginal and Torres Strait Islander peoples in our community.

We are deeply listening to the voices of Aboriginal and Torres Strait Islander peoples and will continue to walk alongside them, sharing and embracing perspectives affirmatively. We are determined to break the cycle of disadvantage in our community to create a fair and brighter future for all children.

SunnyKids believes that everyone has a role and part to play in working towards reconciliation and healing with Aboriginal and Torres Strait Islander peoples. We, as individuals and an organisation, can make consistent, respectful, and daily contributions towards this important position.

Our organisation will continue to build reconciliation and respect into SunnyKids culture and its DNA through ongoing training, reflection, active questioning and recognition of where and how we can improve in our reconciliation journey.



our Reconciliation Action Plan

SunnyKids has extended relationships with Aboriginal and Torres Strait Islander peoples and organisations throughout our 25-year history. In 2012, as an outcome of recognising our role in supporting Aboriginal and Torres Strait Islander women and children escaping domestic and family violence, a Sub Committee was formed.

The purpose of the Sub Committee was to inform the Board and the Service Delivery team in its practice, and by building networks, integrating cultural supports into our Refuge and School programs and to develop a culturally appropriate practice model for supporting Aboriginal and Torres Strait Islander women through our services.

Our Reconciliation Action Plan formalises our internal processes and our commitment to supporting the Uluru Statement from the Heart as well as our desire to continue growing and developing as an organisation.

We are committed to educating our staff, Board, donors, and the broader community on the benefits of reconciliation and acknowledgement of the trauma that Aboriginal and Torres Strait Islander peoples have experienced and continue to experience today.

Reconciliation Action Plan Working Group

A Reconciliation Action Plan working group was established in June 2023 with representatives from across our organisation together with invited guests. Kathleen Hope, CEO, was appointed as the Reconciliation Action Plan Champion. The members of the working group are:

- John Burnie – Board Chairperson
- Nakita Brown – Board Member
- Kym Chomley – Corporate Services Manager
- Ros Freemantle – Asset & Compliance Coordinator
- Ange Hore – Key Worker
- Brad Hore –Dunghutti artist and Olympian
- David Hollinsworth – Adjunct Professor University of the Sunshine Coast
- Kerry Neill –a descendent of the Kabi Kabi, Wakka Wakka, South Sea Islander peoples



Zeke Davis and Robby Peters (L to R). Welcome to Country at the Mayoral Ball 2022.

SunnyKids' Reconciliation Story

1999-2005

Najidah formed and Najidah Refuge built.

A project officer who identified as a Torres Strait Islander person was employed and later became a Key Worker.



Performance at the 2005 Garringinnarmi Gathering (friends of Najidah event).



Lynda Neville, Melba Townsend and Ros Freemantle at 2005 Garringinnarmi Gathering.

Children at 2007 Najidah Christmas party.



Captions x3


2006-2010

SunnyKids employed a Key Worker who had extensive background and experience over 25 years in Arnhem Land, in the Northern Territory, with Child Safety and who was embraced in the local community in Arnhem Land.

Organisation renamed SunnyKids and Najidah became the crisis accommodation program under the organisation.

Learnings

- Service Manager observed that the clients' length of stay in the refuge were shorter for clients who identified as Aboriginal and Torres Strait Islander peoples; in addition, staff observed that those who did stay, weren't engaging in the same way that was typically observed in this service environment.



2011-2015

The Najidah and Nungeena Aboriginal Corporation for Women's Business commenced a joint funding submission, which did not eventuate and SunnyKids held two internal planning days at Nungeena.

A team leader who identified as Aboriginal joined SunnyKids working at Najidah. She challenged the service delivery team to be more creative in being culturally sensitive and meeting women's needs. She would do case management at the beach or in a park rather than at the office and used culturally appropriate techniques to engage with the refuge clients who identified.

She spoke about her challenges as a leader and balancing cultural complexities. She felt it was inappropriate for her to challenge Elders in the Refuge and that this conflicted with her role as a team leader from a cultural perspective. Over time the staff member utilised rapport and honest communication to deliver information regarding service requirements to families.

Indigenous Sub Committee formed which included Marilyn Black, Ros Freemantle, Petra Ladwig and Chris Turner, CEO. Goals were to build and strengthen existing networks; integrate community networks into Refuge and SunnyKids in Schools (SKIS) service models; develop a practice model which is culturally appropriate for the clients we work with and provide input into Case Plan content for Aboriginal and Torres Strait Islander clients.

Refocus and Aunty Deb delivered Triple P Parenting program designed specifically for Aboriginal women to all Refuge residents, the first external program delivered onsite.

Aboriginal and Torres Strait Islander Health (part of Queensland Health) nominated Aunty Rhonda as a dedicated person to work with SunnyKids clients at the Refuge.

Relationships developed with Murri Sisters and other local Aboriginal and Torres Strait Islander networks. Murri Sisters wanted assistance with their policies and procedures, and we were going to partner with them to provide mentoring support within their Refuge. The partnership dissolved organically due to challenges with their funding body

Service delivery staff commence attending NAIDOC Week events each year.

Important Aboriginal and Torres Strait Islander dates added to website and Facebook.

Liaison with North Coast Aboriginal Corporation and Community Housing and Kabi Kabi Housing for support for Refuge client. Engaging support for clients was challenging as our clients had to have lived on the Sunshine Coast for 3 months to obtain services when the length of stay at the Refuge was only 12 weeks.

Development of a directory of Aboriginal and Torres Strait Islander community organisations for use by service delivery team.

Engagement with Refocus to support Refuge clients who identified as Aboriginal and Torres Strait Islander peoples.

Queensland Child Protection Commission of Inquiry (Carmody) Recommendations resulted in Child Safety requiring a recognised entity: an identifying person to participate, consult and review all statutory decisions relating to children who identify as Aboriginal and Torres Strait Islander peoples.

Kathleen Hope provided Domestic Violence training to Aboriginal and Torres Strait Islander services in Cooroy through a workshop facilitated by a local Kabi Kabi Elder, who had regularly facilitated at Cultural Events on the Sunshine Coast.

Service delivery staff attended cultural workshop at Goombuckar with Kerry Neill, a descendent of Kabi Kabi, Waka Waka and South Sea Islander peoples.

Developed 4 pillars to Practice Framework and realised the gap of Cultural Connectedness so added this as a 5th pillar. Incorporated cultural connectedness into case management, house meetings, client feedback forms and experiences with staff.

Rosie Batty, a Domestic and Family Violence campaigner and 2015 Australian of the Year visited Najidah Refuge.

Cherbourg Mission, Ration Shed Tour for staff, volunteers and Board members. Cherbourg is an historical, Cultural and community Precinct and Aboriginal Local Government Area. The town preserves the history of the members of 36 Aboriginal and Torres Strait Islander Tribes that were relocated to the area in the 1800's under the Aborigines Protection Act 1897.

Participated in North Coast Aboriginal Corporation and Community Housing Well Person Health Check Day in Gympie – a great success .

Cultural Events calendar drafted for staff attendance.

Connected with Sunshine Coast Reconciliation group. SunnyKids is still currently a member of the group and participates in Cultural Events across the Sunshine Coast.



Image courtesy of Triballink.

Learnings

- Increased flexibility in delivery of services to meet cultural needs and understanding of the complexities within Culture in relating to an employee leadership role and working respectfully with Elders as clients.
- Recognition of the need to include Cultural Connectedness as a specific key component of the organisation's Practice Framework. Updated all internal documents and processes.
- Recognised that we needed to document our commitment to support clients who identify. This was to ensure continuity of service provision while managing personal bias of practitioners, applying an affirmative action lens to our service delivery programs, and demonstrating a commitment to best practice for all clients.
- We recognised our own limitations, and collectively, driven by management, and encouraged by service delivery team, to proactively build relationships that addressed gaps in our expertise to listen to the needs of Aboriginal and Torres Strait Islander clients.
- We wanted to be visible in the community and become familiar faces and a recognized service at specific Cultural events and recognition ceremonies to support Aboriginal and Torres Strait Islander peoples feeling more comfortable and familiar with our service.

2016 -2020

Indigenous Sub Committee renamed Aboriginal and Cultural Sub Committee to recognise the number of culturally and linguistically diverse clients through the Refuge.

Development of relationship with Adjunct Prof David Hollinsworth to support with further development of understanding cultural safety and sensitivity throughout the organisation.

Cultural awareness survey distributed to Board to inform cultural safety professional development.

Intentional recruitment of Aboriginal and Torres Strait Islander staff.

Cross-cultural training provided to the Board and staff by David Hollinsworth, Adjunct Professor at University of Queensland, and University of the Sunshine Coast.

Numbers of Aboriginal and Torres Strait Islander clients accessing the refuge commenced being reported to the Sub Committee and Board.

Relationship with North Coast Aboriginal Corporation and Community Housing to support our clients and participate in their Wellperson Health Check Day.

Gunyah Wellness Medical Centre opened in Nambour by Refocus which allowed SunnyKids to make direct referrals in the local area to a culturally appropriate wellness clinic.

Increased numbers of Refuge clients identifying as Aboriginal and/or Torres Strait Islander peoples as well as longer lengths of stay. Increased advocacy in Culturally appropriate ways by partnering with Aboriginal and Torres Strait Islander support agencies and more positive outcomes achieved.

David Hollinsworth joined the Aboriginal and Cultural Sub Committee.

Learnings

- The need to educate our Board and staff continually about Cultural literacy. This is a result of the acknowledgement that our focus on service provision was only a part of the journey; we needed to embrace our commitment to respect continued cultural learning as an organisation from Board to frontline staff to foster shared values.
- The decision to intentionally recruit Aboriginal and Torres Strait Islander staff to effectively support many of our Refuge clients.
- The importance of reporting and recording the numbers of Aboriginal and Torres Strait Islander peoples using our services to better inform our future practices and service delivery.
- Need to undertake Cultural Training delivered by First Nations peoples.



2018 Mentoring through Sports with Mayor Mark Jamieson at Beerwah School.

2021 -2024

NAIDOC Week flag raising ceremony at Sunshine Coast Council.

Developed a SunnyKids' specific Acknowledgment of Country and implemented it throughout the organisation, at all meetings and events.

Cultural safety and anti-racism training for Board and staff by David Hollinsworth.

During COVID many external Aboriginal support services ceased providing support to our clients as mothers' groups and yarning circles were stopped during this period and no outreach visits were made.

Marilyn Black resigned from the Board and Aboriginal and Cultural Sub Committee.

Updated Board Induction to formally include Cultural safety awareness.

Reconciliation Action Plan budget approved by Board and RAP Working Group established.

Welcome to Country added to Mayoral Ball.

Board and staff asked to write their own personal Acknowledgement to Country.

Position statement supporting the Voice developed and distributed through social media.

Ange Hore, support worker became first non-Indigenous person to complete the North Coast Aboriginal Corporation and Community Housing training to provide referrals to Aboriginal health services and supports.

RAP newsletter launched in November 2023.

All policies reviewed with a Cultural inclusion perspective by David Hollinsworth.

15% of staff identify as Aboriginal or Torres Strait Islander peoples.

Added Aboriginal and Torres Strait Islander flags to email signatures.

All recruitment advertisements include a statement encouraging applications from Aboriginal and Torres Strait Islander peoples.

Resources allocated for development of Reflect Reconciliation Action Plan.

Learnings

- Policies, procedures and forms need to be reviewed regularly from a cultural inclusion perspective.
- Increased sense of cultural safety and engagement for staff identifying as Aboriginal.
- The need to bring all staff and Board members on a continuing journey of cultural awareness.
- SunnyKids position statement on the Voice was shared publicly (through social media) demonstrating our commitment to reconciliation to the broader community.
- Advocating and courage required in our language used.
- The SunnyKids Team experienced a significant learning about culture and respectful ways to acknowledge deceased Aboriginal and Torres Strait Islander peoples when seeking to pay respect to Lowitja O'Donoghue who passed away in 2024. The SunnyKids communication policy and procedure has been updated as a result of this learning.





Relationships

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1 Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	April 2025	CEO
	1.2 Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	October 2025	CEO
2. Build relationships through celebrating National Reconciliation Week (NRW).	2.1 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	Corporate Services Manager
	2.2 RAP Working Group members to participate in an external NRW event.	27 May- 3 June 2025	Corporate Services Manager
	2.3 Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May- 3 June 2025	Corporate Services Manager
3. Promote reconciliation through our sphere of influence.	3.1 Communicate our commitment to reconciliation to all staff through team meetings and internal newsletters.	Feb, May, Aug, Nov 2025	Corporate Services Manager
	3.2 Identify external stakeholders that our organisation can engage with on our reconciliation journey.	Jun, Nov 2025	CEO
	3.3 Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	March 2025	Corporate Services Manager
4. Promote positive race relations through anti-discrimination strategies.	4.1 Research best practice and policies in areas of race relations and anti-discrimination.	April 2025	Asset & Compliance Coordinator
	4.2 Conduct a review of Human Resource policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2025	Corporate Services Manager



Respect

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	5.1 Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	April 2025	Corporate Services Manager
	5.2 Conduct a review of cultural learning needs within our organisation.	April 2025	Asset & Compliance Coordinator
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	6.1 Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	July 2025	Corporate Services Manager
	6.2 Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Feb, May, Aug, Nov 2025	CEO
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	7.1 Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2025	CEO
	7.2 Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	Corporate Services Manager
	7.3 RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2025	Corporate Services Manager



opportunities

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	8.1 Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	April 2025	Corporate Services Manager
	8.2 Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	September 2025	Corporate Services Manager
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	9.1 Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	February 2026	Corporate Services Manager
	9.2 Investigate Supply Nation membership.	February 2026	Corporate Services Manager



Governance

ACTION	DELIVERABLES	TIMELINE	RESPONSIBILITY
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	10.1 Maintain a RWG to govern RAP implementation.	February 2025	Corporate Services Manager
	10.2 Draft a Terms of Reference for the RWG	February 2025	Corporate Services Manager
	10.3 Maintain Aboriginal and Torres Strait Islander representation on the RWG.	February 2025	CEO
11. Provide appropriate support for effective implementation of RAP commitments.	11.1 Define resource needs for RAP implementation.	February 2025	Corporate Services Manager
	11.2 Engage senior leaders in the delivery of RAP commitments.	March 2025	CEO
	11.3 Appoint a senior leader to champion our RAP internally.	February 2025	CEO
	11.4 Define appropriate systems and capability to track, measure and report on RAP commitments.	March 2025	Corporate Services Manager
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	12.1 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	Asset & Compliance Coordinator
	12.2 Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Survey..	1 August annually	Corporate Services Manager
	12.3 Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30 September annually	Corporate Services Manager
13. Continue our reconciliation journey by developing our next RAP.	13.1 Register via Reconciliation Australia's website to begin developing our next RAP.	March 2026	Corporate Services Manager

Contact

Kathleen Hope, CEO, SunnyKids

Phone 07 5479 0394

Email admin@sunnykids.org.au

