



RECONCILIATION  
ACTION PLAN

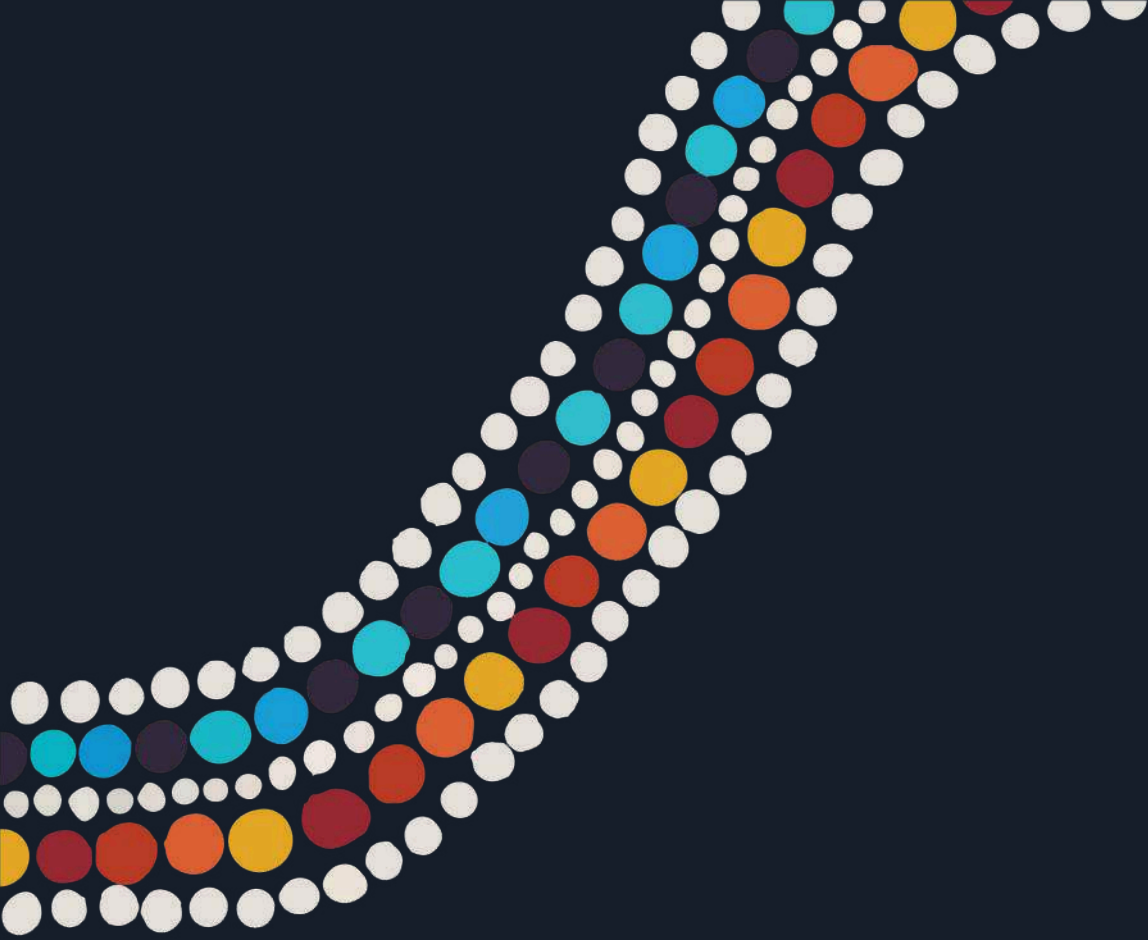
REFLECT



**The Base Support  
Services Inc.  
Reconciliation  
Action Plan**

May 2023- November 2024

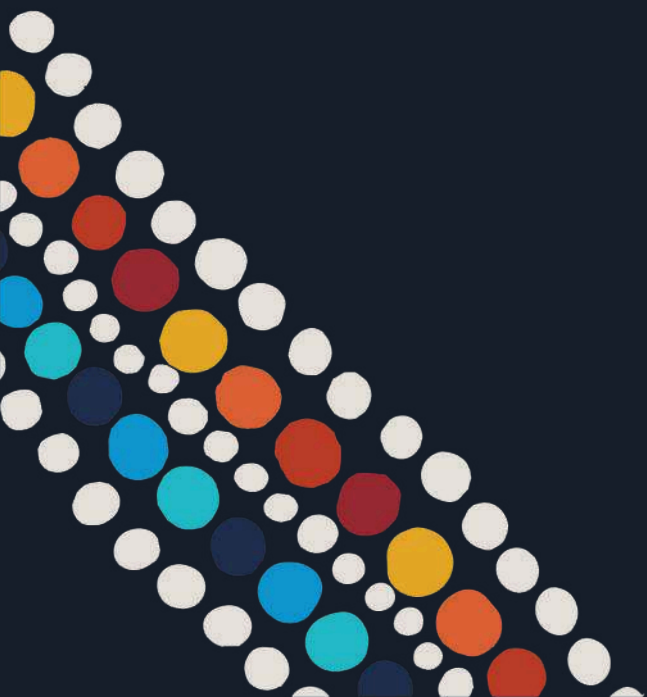




# Acknowledgment to Country

The Base Support Services Inc. would like to acknowledge the Traditional Owners as custodians of Country throughout Australia and recognise their continuing connection to land, waters and cultures. We pay our respects to Australia's First People's and their Elders past, present and emerging.









## Statement from CEO of Reconciliation Australia

Reconciliation Australia welcomes The Base Support Services to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

The Base Support Services 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.

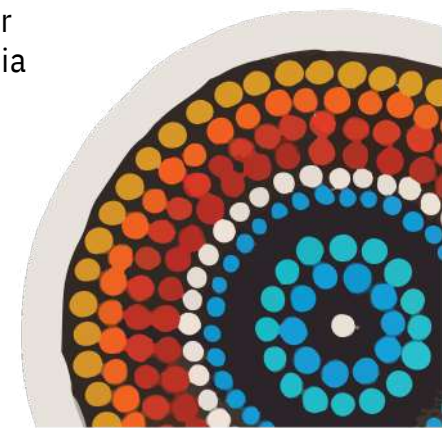
These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

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 The Base Support Services 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 The Base Support Services, 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



# Art work



This remarkable art piece was created by an inspirational young woman, **Janaya Hopkins**.

Janaya's art piece is a powerful representation of her journey from a traumatic childhood into becoming a healing young woman. The hand in the artwork symbolizes the notion that the ability to change lies within Janaya's own hands, indicating her empowerment and agency in shaping her future.

The use of blue represents Janaya's progress and her dedication to moving forward, while the brown symbolizes the challenges and setbacks Janaya faced in her past.

The white symbolizes a surrounding of positivity and the strength within Janaya to keep hold of who she is and her commitment to moving forward on her journey through life.

# Artist



Janaya's Journey with The Base Support Services Inc. (TBSSINC) began three years ago when she first connected with us through our Family and Youth Support Services program. Janaya was at a crossroads in her life and like many of the young people we support, she was uncertain of which direction to take and where she might end up. Belinda (Programs Manager) was lucky enough to be allocated as her case worker and it wasn't long before Janaya began to open up about her past and talk about her future. With some gentle guidance and support, Janaya achieved her identified goals by working incredibly hard to finish high school, get her learner's license and move forward with her bright path ahead.

During our delivery of service, we were also able to assist Janaya's sister and family as it was clear that culture and family were at the centre of Janaya's focus. Janaya, her mum, sisters and family are proud Aboriginal people from the Wakka Wakka, Kabi Kabi, and Yiman tribes in Queensland and the Yandruwandha tribe in the Gulf of Carpentaria. Belinda was humbled on a few occasions when Janaya, her mother and sister spent time teaching her some of their culture, traditions and language.

Through Janaya's committed engagement, TBSSINC was able to build a solid connection with Janaya and her family. FAYSS helped Janaya address the pain and trauma she endured from her trans-generational suffering and supported Janaya's family to connect with services and supports. The FAYSS program delivery was crucial in pulling Janaya out of depression and uncertainty, providing her with a more positive lens and helping to guide Janaya on her current path towards a brighter future. Janaya's transformation and growth demonstrate the resilience of Indigenous youth with the right support and care. TBSSINC takes pride in Janaya's progress and accomplishments, and rightfully so, as it exemplifies the positive impact our services can have on young individuals facing significant challenges. Janaya's story is an inspiration and one that highlights how with the right guidance and support our young people are better placed to grow, thrive and heal.

Janaya has so much strength, determination and kindness within her soul, it is hard to not be impressed and inspired by her. Janaya remains connected with TBSSINC and often stops by to say hello and check in with us. It was with great honour that Janaya accepted our invitation to complete the artwork for our RAP plan. Janaya's journey embodies our mission and upholds the values that we aspire to achieve. Belinda, and everyone here at TBSSINC are very proud of the wonderful young woman Janaya is growing into. We wish Janaya every success and we are all excited for Janaya's future. We cannot wait to see what Janaya does next.





# Our Business

The Base Support Services Inc. (TBSSINC) is a not-for-profit community organization offering support services to vulnerable young people and their families across Ipswich, Western Districts and surrounding areas. TBSSINC was established as an incorporated association in 1992 operating successfully for the past 30 years with a dedicated focus on crime prevention and harm minimization. TBSSINC offers both funded and fee-for-service models of support to address identified needs, goals and aspirations. TBSSINC is a registered NDIS provider offering direct support work services, support coordination and plan management. TBSSINC has historically held grant funding to offer intensive crime prevention programs to young people who are at continued risk of recidivism. Currently, we offer a Family and Youth Support Services (FAYSS) program funded by the Department of Youth Justice to address causes of offending through our intensive case management outreach delivery working with both the young person subject to orders and their families.

TBSSINC currently employs fifteen highly skilled staff members from diverse cultural backgrounds and four volunteer management committee members. Currently our organisation has no known staff that identify as Aboriginal and/or Torres Strait Islander people. While the number of Aboriginal and Torres Strait Islander staff is currently not known, we will work within this RAP to determine culturally appropriate ways to understand this.

Our staffing positions include:

- Social Workers
- Intensive Case Managers
- NDIS Support Workers
- Plan Manager
- Administration and Finance

These positions are managed directly via an on site operational Service Manager. The overall Governance of TBSSINC is provided through a volunteer Management Committee. TBSSINC office hours are Mon-Thursday 8 am – 7 pm, Friday 8 am – 5 pm (services offered outside normal operating hours via prior arrangement/ appointments). TBSSINC is based at 15 Kingsford Street, Goodna QLD 4300, within the Ipswich regional area, situated 35 minutes from Brisbane CBD. TBSSINC acknowledges and respects that it operates on the Lands of the Yuggera, Jagera and Ugarapul People, whose connection to Country has endured for thousands of years.

Further information about operations at the Base Support Services Inc. can be found on our website: <https://www.tbssinc.com.au>



## Mission Statement

Motivated by commitment to create positive change, The Base Support Services Inc. serves as a foundation of inclusive support for the Goodna, Ipswich, and surrounding areas.

## Vision

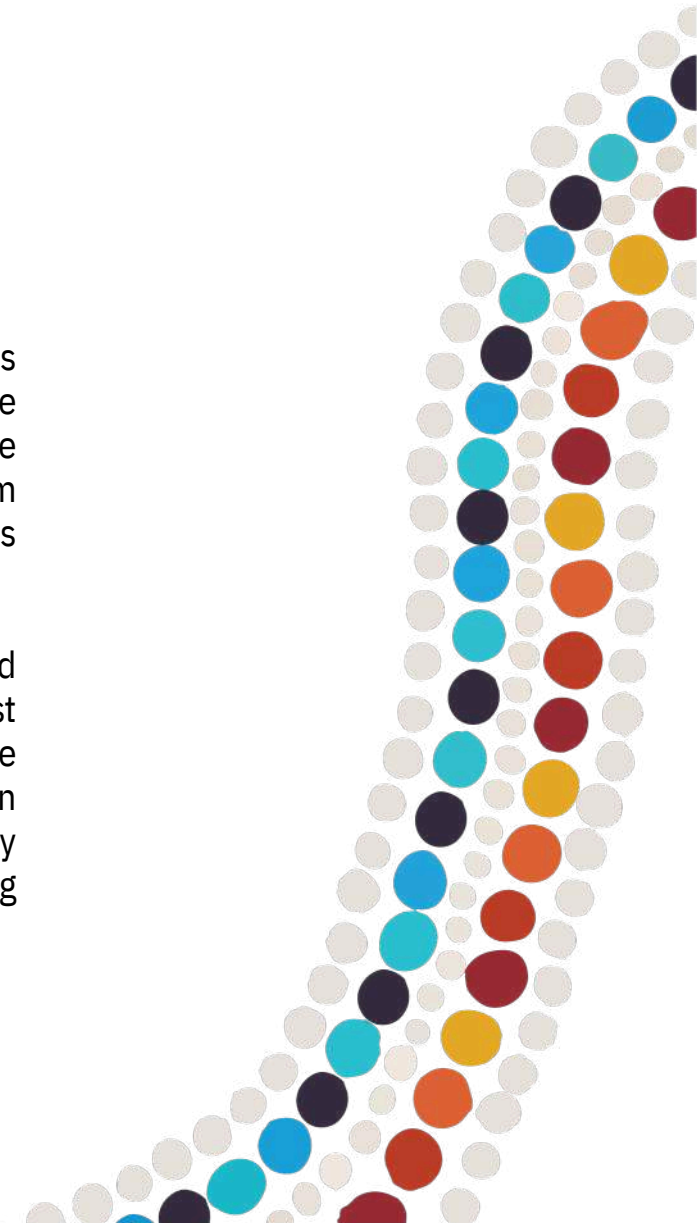
Working together with our community to facilitate positive change.

## Values

- Social Justice
- Service Access
- Collaboration
- Self-determination/Self Reliance
- Inclusion
- Wellbeing
- Respect

At TBSSINC we work hard to make our services welcoming and safe for every person. We are united in keeping children, young people, the elderly, and people with a disability safe from harm within our services and the communities we support.

TBSSINC believes in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for the communities in which we operate and serve. All our staff specialise in providing theory-based practices whether they are managing a support plan or conducting outreach.





# Our Reconciliation Action Plan

We are working to develop a 'Reflect' Reconciliation Action Plan because at The Base Support Services Inc., we believe in social justice, equality, self-determination and second chances. We believe in a fair go and strive to make our community more inclusive and fairer for all Australians.

We are committed to developing a RAP to strengthen our relationships with Aboriginal and Torres Strait Islander families, businesses and organisations within our community and to explore opportunities where The Base Support Services Inc. can become a more diverse workplace.

To do this, we are committed to furthering our understanding of Aboriginal and Torres Strait Islander knowledge, traditions, and customs. We acknowledge and respect the truth of past histories and injustices, and we use that knowledge to advocate for the rights of our clients when working alongside Government departments and agencies.



## RAP Champion Belinda Suess (Programs Manager) and RAP Committee

We have identified a RAP champion and working RAP committee within our organisation, including the Programs Manager, paid staff, volunteers, and students. The RAP committee will identify and oversee the changes The Base Support Services Inc. needs to make to become a more inclusive and diverse workplace, and to facilitate The Base Support Services Inc. in becoming a more visible presence within the local Aboriginal and Torres Strait Islander communities. The RAP committee will meet every 12 weeks to ensure that the timelines outlined in the 'Reflect' RAP are adhered to in a timely fashion.

## Our RAP journey so far

The working committee has already begun to reach out to some of the Aboriginal and Torres Strait Islander organisations within our community to discuss the development and implementation of our RAP. We have a strong working relationship with Kummara Family Wellbeing Service based in Goodna, as we have several cross-over clients through our youth case management. We work alongside Kummara to help deliver culturally appropriate and safe assistance to our young people and their families.





# Relationships

Relationships			
Action	Deliverable	Timeline	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.	November 2023	Programs Manager
	Research best practices and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	November 2023	Programs Manager
2. Build relationships by celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2024	Lead: Programs Manager Support: RAP Committee
	RAP Committee members to participate in an external NRW event.	27 May – 3 June, (2024)	Lead: Programs Manager Support: RAP Committee
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 June, (2024)	Lead: Programs Manager Support: RAP committee
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	September 2023	Lead: Programs Manager Support: RAP Committee
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2023	Lead: Programs Manager Support: RAP Committee
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	November 2023	Lead: Programs Manager Support: RAP Committee
4. Promote positive race relations through anti-discrimination strategies.	Research best practices and policies in areas of race relations and anti-discrimination.	March 2024	Service Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	March 2024	Lead: Service Manager Support: Management Committee



# Respect

Respect			
Action	Deliverable	Timeline	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, values and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	November 2023	Lead: Service Manager Support: Management Committee
	Conduct a review of cultural learning needs within our organisation.	November 2023	Lead: Service Manager Support: Management Committee
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 2024	Lead: Programs Manager Support: RAP Committee
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	March 2024	Lead: Programs Manager Support: RAP Committee
7. Build respect for Aboriginal and Torres Strait Islander cultures and history by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2023 & 2024	RAP Committee
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June , 2023 & 2024	RAP Committee
	RAP Committee to participate in an external NAIDOC Week event.	The first week in July 2023 & 2024	Lead: Programs Manager Support: RAP Committee



# Opportunities

Opportunities			
Action	Deliverable	Timeline	Responsibility
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 2024	Lead: Service Manager Support: Management Committee
	Build an understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2024	Lead: Service Manager Support: Management Committee
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 2024	Lead: Service Manager Support: Management Committee
	Investigate Supply Nation membership.	September 2024	Lead: Service Manager Support: Management Committee





# Governance

Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Committee to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	Review February 2024	Programs Manager
	Review and update a Terms of Reference for the RWG.	Review February 2024	Programs Manager
	Establish the Aboriginal and Torres Strait Islander representation on the RWG.	Review February 2024	Service Manager
11. Provide appropriate support for the effective implementation of RAP commitments.	Define resource needs for RAP implementation.	November 2023	Lead: Programs Manager Support: RAP Committee
	Engage senior leaders in the delivery of RAP commitments.	Review October 2023	Programs Manager
	Appoint a senior leader to champion our RAP internally.	October 2024	RAP Committee
	Define appropriate systems and capability to track, measure and report RAP commitments.	March 2024	Programs Manager
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, annually	Programs Manager
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Survey.	1st August, annually	Programs Manager
	Complete and submit the annual RAP Impact Survey to Reconciliation Australia.	30th September Annually	Programs Manager
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	August, 2024	Service Manager/Programs Manager



# The Base Support Services Inc.

## **Address**

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## **Email**

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## **Opening Hours**

Mon, Tue, Wed, Thur: 8.00am – 7.00pm

Fri: 9.00am – 5:30pm

(access outside normal hours available where required)