



# INNOVATE

## Reconciliation Action Plan

June 2023 - June 2025







# Our Artwork Building Strength

## ABOUT THE ARTIST



**Casey Coolwell is a Quandamooka, Nunukul woman with traditional ties to North Stradbroke Island, on her father's side with links to the Aboriginal and South Sea Islander people of Bowen and Mardigan people of Eulo, Queensland, through her mother's side.**

Casey co-founded CHABOO, with partner Roy Fisher, where they tell their stories through their painted artwork on home decor, graphic design and murals.

This artwork represents the strength of our cultures coming together, discussing change and expanding knowledge.

The centre piece is a representation of our Aboriginal and Torres Strait Islander people connecting, sharing and yarning. The surrounding design elements, within the centre piece, signify changes through others steps, discussion points and communication lines.

The outer dots, that form "U" shapes, are our Ancestors watching over our progress and helping guide us with their knowledge.

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# Acknowledgement of Country

We respectfully acknowledge the Traditional Custodians of the land, and pay our respects to Elders past and present.

We're very fortunate to live in a country with the oldest continuing cultures in Aboriginal and Torres Strait Islander peoples, whose lands, winds and waters we all share.

# Message from the Speaker



At its heart, Reconciliation is about unity.

Reconciliation of Aboriginal and Torres Strait Islander peoples and the wider community is a mark of our progress as a Nation.

This progress reflects Australians' inherent qualities as open, optimistic, inclusive people. Qualities which are found in abundance in Queensland.

We are very fortunate in this country to have the world's oldest continuing living cultures in Aboriginal and Torres Strait Islander peoples whose lands, winds and waters we all now share. First Nations peoples and cultures contribute a richness to Australia that is unique and priceless.

The process of reconciliation is as varied as the cultures it embraces. The aspirations of inclusion and unity which inspire the process of Reconciliation allow Australians from all walks of life to make their contribution no matter who they are.

The Parliamentary Service has been a leader among Australian parliamentary jurisdictions in promoting reconciliation over many years.

The Queensland Parliamentary Service was the first to employ an Indigenous Liaison Officer in 2008, now known as a First Peoples Liaison Officer.

In recent years, this has been evidenced by the establishment of the Junior Indigenous Youth Parliament in 2018 dedicated to North Queensland.

In 2022 the Junior Indigenous Youth Parliament was held in the Torres Strait for the first time. I was proud to chair our Junior Indigenous Youth Parliament for first time in a First Nations community.

The Parliamentary Service has hosted and supported National Reconciliation Week breakfast of Reconciliation Queensland for the past two years. The breakfast launches the Queensland National Reconciliation Week program of events and is linked to satellite events in communities across the state.

This second Reconciliation Action Plan (RAP) continues the commitment of Queensland Parliamentary Service to the process of Reconciliation. I thank the RAP Working Group for its efforts in implementing the first RAP and developing the second RAP of the Queensland Parliamentary Service.

I thank Reconciliation Australia and Reconciliation Queensland for their support for the Queensland Parliamentary Service RAP.

I also wish to thank Casey Coolwell, a Quandamooka, Nunukul woman of North Stradbroke Island with links to Eulo and Bowen for the artwork in the RAP document.

The second RAP of the Queensland Parliamentary Service is our contribution towards the process of Reconciliation and I commend the actions contained within.

**Honourable Curtis Pitt MP**

# Message from the Clerk



In supporting the work of the Legislative Assembly, the Parliamentary Service aspires to uphold the principles of democracy and promote inclusion of all Queenslanders in the democratic process.

These aspirations include supporting and promoting reconciliation between Aboriginal and Torres Strait Islander peoples and other Queenslanders.

As custodians of the symbolic home of democracy in Queensland, the Legislative Assembly and the Parliamentary Service are uniquely placed to take both a symbolic and practical lead in reconciliation efforts.

The Parliamentary Service has been a leader among Australian parliamentary jurisdictions in promoting reconciliation over many years.

Since 1998, there has been an Address from a First Nations Elder at every opening of Parliament. The inaugural delivery of this address was made by former Queensland Senator Neville Bonner, the first Indigenous Australian to sit in the Australian Parliament.

The tabling of the "Hands on Parliament" Report in 2003 from the Parliamentary Legal, Constitutional and Administrative Review Committee was a catalyst for change in how Queensland Parliament engaged with First Nations Queenslanders.

The report was part of a wider inquiry into First Nations peoples participation in Queensland democracy and contained recommendations across the Government and Parliament.

The recommendation which was most enduring to the Parliament was the proposal for a parliamentary Indigenous Liaison Officer. The ILO role came into existence in 2008 with the initial appointment of Brett Nutley who would go on to serve for over a decade in this role. Until recently, this role was the only one of its kind in Australia.

Now known as the First Peoples Liaison Officer, it has become a critical role in the service as the lynchpin for Queensland Parliament's outreach to First Nations Queenslanders, especially in remote communities.

The First Peoples Liaison Officer role is an example of both symbolic and practical reconciliation. Since 2021 this role has been held by Marjorie Elworthy who has also served as co-chair of the RAP working group.

Looking ahead, the Parliamentary Service will commence a two-year pilot graduate intern program for tertiary students in their final year. Two positions will be reserved for First Nations applicants as a tangible and practical strategy to support our commitment to Reconciliation.

The Queensland Parliament should be accessible to all Queenslanders who wish to participate in its democracy. This Reconciliation Action Plan is worthy of this aspiration.

**Neil Laurie**  
Clerk of the Parliament



# Message from Reconciliation Australia



Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement.

With over 2.3 million people now either working or studying in an organisation with a RAP, the program's potential for impact is greater than ever. The Queensland Parliamentary Service continues to be part of a strong network of more than 1,100 corporate, government, and not-for-profit organisations that have taken goodwill and transformed it into action.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously strengthen reconciliation commitments and constantly strive to apply learnings in new ways.

An Innovate RAP is a crucial and rewarding period in an organisation's reconciliation journey. It is a time to build the strong foundations and relationships that ensure sustainable, thoughtful, and impactful RAP outcomes into the future.

An integral part of building these foundations is reflecting on and cataloguing the successes and challenges of previous RAPs. Learnings gained through effort and innovation are invaluable resources that the Queensland Parliamentary Service will continuously draw upon to create RAP commitments rooted in experience and maturity.

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

The RAP program's emphasis on *relationships, respect, and opportunities* gives organisations a framework from which to foster connections with Aboriginal and Torres Strait Islander peoples rooted in mutual collaboration and trust.

This Innovate RAP is an opportunity for the Queensland Parliamentary Service to strengthen these relationships, gain crucial experience, and nurture connections that will become the lifeblood of its future RAP commitments. By enabling and empowering staff to contribute to this process, the Queensland Parliamentary Service will ensure shared and cooperative success in the long-term.

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

Congratulations to the Queensland Parliamentary Service on your second Innovate RAP and I look forward to following your ongoing reconciliation journey.

**Karen Mundine**

Chief Executive Officer  
Reconciliation Australia





*Dancers at the Queensland Government's 2022 Path to Treaty event held at Parliament House*

# Our Vision for Reconciliation

**Our vision for reconciliation is to create an inclusive Parliamentary Service that understands and represents the values and interests of First Nations peoples built on mutual ongoing engagement.**

We recognise the institution of Parliament plays a vital role in encouraging democracy for Aboriginal peoples and Torres Strait Islander peoples and we are committed to ensuring equity and respect for all who come into contact with the Parliamentary Service across Queensland.

As custodians of the physical home of the Queensland Parliament, as an organisation we wish to promote and acknowledge the First Nations history of the land where the

Parliament sits, and strive to be an inclusive organisation that First Nations people trust and one that values the rich contribution that First Nations employees can make.

We understand that only through cultural learning, respect and nurturing meaningful relationships with the First Peoples of this land can we help better engage them in the democratic process and build a connection to a Parliament that serves all Queenslanders.

# Our Business

The purpose of the Queensland Parliamentary Service is to independently support, promote and strengthen the Parliament to fulfil its democratic functions.



(L-R): Hon Leanne Enoch (Member for Algester),  
Ms Cynthia Lui (Member for Cook) and  
Mr Lance McCallum (Member for Bundamba).

The Parliamentary Service achieves this purpose by:

1. Supporting the Legislative Assembly and its committees in fulfilling its functions within the institution of Parliament to:
  - make law (and supervise delegated law making)
  - approve and scrutinise the State's finances
  - scrutinise the actions of executive government (and oversight of independent bodies), and
  - provide a forum for debate and grievance.
2. Supporting members to engage with and represent their Electorates.

3. Providing information, corporate and facility management services.
4. Safeguarding, promoting and strengthening the important institution of Parliament.

The Parliamentary Service employs a total of 630 staff (comprising 441 full-time and part-time permanent and temporary officers and 189 casual staff) on the Parliamentary Precinct in Brisbane and also in 97 Electorate Offices around the length and breadth of Queensland.

There are currently four Parliamentary Service Officers that identify as an Aboriginal person and/or Torres Strait Islander person.

# Our History

**The Parliamentary Service has been a leader among Australian parliamentary jurisdictions in promoting reconciliation over many years.**

Significant reconciliation milestones and activities for the Parliamentary Service include:

- An Acknowledgment of Country has been part of the official proceedings at each Opening of Parliament since 1998.
- Parliamentary Legal, Constitutional and Administrative Review Committee Hands on Parliament Report following an inquiry into First Nations peoples' participation in our system of democracy (2003).
- Renaming of function venues in the parliamentary complex in 2004 to recognise local Indigenous language groups (Undumbi and Dandair rooms).
- Display of Aboriginal and Torres Strait Islander flags alongside the Australian and Queensland flags in the Parliamentary Chamber and outside Parliament House (2007).
- Commissioning of the Parliamentary Wind Yarn (Didgeridoo) for display in the precinct as a symbol of reconciliation between Indigenous and non-Indigenous Queenslanders (2007).
- Formal acknowledgement of Traditional Owners of the land prior to each parliamentary sitting week (2007).
- Appointment of Australia's first Parliamentary Indigenous Liaison Officer role (2008).
- Hosting of the first Indigenous Youth Parliament (2009) (since renamed Eric Deeral Indigenous Youth Parliament in 2012).
- A face-to-face cultural awareness seminar for Parliamentary Service staff (2009-2010).
- Hosting a ceremony in 2011 showcasing a performance of the national anthem sung in the Yugambeh language.
- Promoting engagement and dialogue with Aboriginal and Torres Strait Islander communities through parliamentary committee public hearings in regional locations throughout Queensland.
- Conducting regional education and training activities throughout Queensland including programs for First Nations students.
- Hosting the annual Indigenous Schools Constitutional Convention onsite, and participating when held at other Queensland locations.
- Hosting Queensland Reconciliation Awards and providing complimentary use of facilities onsite to Reconciliation Queensland for regular meetings.
- Conducting Indigenous Youth Parliaments in Regional Queensland since 2018.
- Renaming Level 6 committee rooms in honour of Aboriginal peoples and Torres Strait Islander peoples (2019).
- Establishment of the Reconciliation Gallery in the parliamentary complex honouring our first Indigenous Member of Parliament, Uncle Eric Deeral (2003).
- Host venue for 2021 and 2022 Reconciliation Queensland showpiece breakfast event for over 350 guests to celebrate Reconciliation Week.
- Launch of Reconciliation Garden initiative, with the design and concept to be developed in conjunction with local First Nations Elders, and hosting of the Reconciliation Week morning tea (2022).
- Development of a First Peoples Cultural Awareness program to provide Parliamentary staff with a framework of understanding, from which to foster increased awareness of Aboriginal and Torres Strait Islander cultures, beliefs, traditions and historical perspectives (2022).



# First Peoples Liaison Officer

**In 2008, the Queensland Parliament became the first Australian parliament to appoint a First Peoples Liaison Officer. Since the appointment of the first holder of the office, Brett Nutley over a decade ago, the First Peoples Liaison Officer has become a valued position within the Queensland Parliamentary Service.**

The position of a First Peoples Liaison Officer (previously the Indigenous Liaison Officer) was a recommendation of the 2003 Hands on Parliament report by the Legal, Constitutional and Administrative Review Committee of the Queensland Parliament.

Queensland's example has led a number of other jurisdictions to consider creating a similar role.

The prime focus of the Queensland Parliament's First Peoples Liaison Officer is to improve engagement between Queensland's Aboriginal people and Torres Strait Islander people, and the Queensland Parliament.

The First Peoples Liaison Officer is also responsible for:

- Providing protocol advice as it affects the Parliament, for example, Welcome to Country, acknowledgement of Traditional Owners, observance of ceremony and protocol for Aboriginal and Torres Strait Islander flags
- liaising and consulting with a diverse range of internal and external stakeholders in relation to Aboriginal and Torres Strait Islander matters



*Marjorie Elworthy speaking at the 2022 National Reconciliation Week morning tea*

- providing or arranging the provision of cultural awareness training to Members of Parliament (including as part of the new members' induction program) and parliamentary staff
- performing a liaison role between the Parliament, its committees and members and Aboriginal and/or Torres Strait Islander communities where necessary, and
- assisting Parliamentary Education Services in its programs and activities aimed at Aboriginal people and Torres Strait Islander people.

In January 2021, Marjorie Elworthy became the first woman of Torres Strait and Aboriginal heritage to be the First Peoples Liaison Officer at Queensland Parliament. She is an Aargun woman from Badu Island in the Torres Strait and she has connections to Badu, Kubin,

and Northern Peninsula Areas. In November 2021, the title of Indigenous Liaison Officer was changed to First Peoples Liaison Officer.

Though the title has changed, the purpose of the role remains to encourage Aboriginal and Torres Strait Islander communities to explore opportunities through consultation and to engage with Queensland Parliament.

# Our RAP

**As custodians of the symbolic home of democracy in Queensland, the Parliamentary Service is uniquely placed to take both a symbolic and practical lead in reconciliation efforts.**

This is our second Reconciliation Action Plan (RAP) but the reconciliation journey of the Parliamentary Service dates back many years (see "Our History").

The adoption of our first formal RAP in 2020 restated the commitment to Reconciliation of the Queensland Parliamentary Service and established new practices to further the reconciliation journey of the Queensland Parliamentary Service.

As a result of the first RAP, the following outcomes occurred;

- First Nations Acknowledgment on the first parliamentary sitting day of each year (Action 6)
- Thursday Island Junior Indigenous Youth Parliament (Action 1)
- Hosting Reconciliation Queensland's National Reconciliation Week breakfast (Action 2)
- Establishment of Cultural Training Program (Action 3)
- Establishment of dedicated First Nations Places for Parliamentary Internship Program (Action 8)
- Increase in number for First Nations Parliamentary Service employees (Action 8)

In supporting the work of the Legislative Assembly, the Parliamentary Service aspires to uphold the principles of democracy and promote inclusion of all Queenslanders in the democratic process.

These aspirations include supporting and promoting reconciliation between Aboriginal and Torres Strait Islander peoples and other Queenslanders.

Given the Parliament's state-wide remit, a challenge faced by the Parliamentary Service is to ensure that its reconciliation activities reach out across the diversity of First Nations communities in Queensland. Going forward RAP activities are being organised with this concern in mind.

This, the second RAP, has been based on Reconciliation Australia's 'Innovate RAP' framework, and guides our vision for reconciliation. This RAP seeks to introduce new initiatives while also applying lessons and learnings from our journey so far to advance reconciliation across a range of existing programs. In particular, as a State Parliament that represents the entire State, a key challenge has been to establish appropriate engagement strategies that respect First Nations peoples across the entire State, while also paying appropriate recognition to the inexorable link between First Nations culture and the land on which Parliament House stands on Gardens Point in the Brisbane CBD. In this RAP, a number of more refined and focused engagement strategies will be applied to address these challenges and build relationships. From a broader perspective, our initial RAP included an ambitious suite of deliverables. While most were successfully delivered, key learnings include the need for improved planning and coordination across the entire Parliamentary Service.

The RAP has been developed by the Parliamentary Service RAP Working Group featuring representation across the breadth of organisational units in the Parliamentary Service.

The RAP Working Group is open to all Parliamentary Service employees who have expressed an interest.

The RAP Working Group includes the following representatives:

- First Peoples Liaison Officer (Indigenous Co-Chair)
- Executive Officer, Office of the Speaker (Non-Indigenous Co-Chair)
- Member of Executive Leadership Team (annual rotation)
- Marketing and Communications representative
- People and Culture representative
- Procurement Services Team Leader
- Electorate Officer representative
- Committee Office representative
- Security Services representative
- Information Technology Services representative
- Education Services representative
- Library Services representative
- Catering Services representative.

The rotating member of the Executive Leadership Team is the RAP Champion and provides liaison on RAP matters to the Executive Leadership Team.

This RAP includes a number of case studies that highlight the actions taken by the Parliamentary Service towards the cause of reconciliation.



*Back row (L-R): George Hasanakos (Co-Chair), Craig Atkinson (RAP Champion), Andrew MacPherson, Kelly Tremlett, Jessica Gregory*

*Front row (L-R): Amy McElhenny, Grace Pridmore, Michelle Patterson, Amanda Beem, Gail Easton (Secretary), Marjorie Elworthy (Co-Chair). Absent: Clint Hart, Kieran Wagstaff, Michelle Mottau, Rachelle Stacey.*

## Highlights

- Acknowledgement of Country on First Sitting Day of the Year
- 2022 Junior Indigenous Youth Parliament on Thursday Island
- National Reconciliation Week

# Case study

## Acknowledgement of Country on First Sitting Day of the Year



*Songwoman Maroochy Barambah at the first sitting day of 2022*

Since 2021, as a result of the first Queensland Parliamentary Service Reconciliation Action Plan, on the first sitting day of the year the Queensland Parliament acknowledges Traditional Owners with a ceremony on the Speaker's Green, at the centre of the parliamentary precinct.

The annual Acknowledgement of Country on the first sitting day of the year features an invited First Nations group to address the Parliamentary Community and perform cultural dance and practices.

This annual event is in addition to the Indigenous Welcome given at the Opening of Parliament at the start of every term since 1998, with a recognised Queensland First Nations Elder addressing the Governor, Members of Parliament and special guests.

On 23 February 2021, the descendants of the Meegun Bungaree Yugera people led the first annual acknowledgment. An address was delivered by Uncle Des Sandy. This was followed by a traditional dance performed by the Yugara-Chepara Dancers led by Aunty Deb Sandy and a smoking ceremony led by Shaniah Thomason.



On 22 February 2022, the Acknowledgement of Country ceremony featured an address from Songwoman Maroochy Barambah and included a traditional song and a short history of the Turrbal peoples. Songwoman Maroochy also sang a snippet of the Australian National Anthem, a blessing in Turrbal language, and shared a Dreamtime Storytelling which included a solo dance performance from her daughter, Baringa Barambah Meeanjinu.

Members of Parliament and staff are invited to attend this significant annual event in the parliamentary

calendar and the first two events were well attended.

The annual event places First Nations cultures and histories front and centre of the commencement of the Parliamentary Year. The Acknowledgement of Country acts as an acknowledgement of Queensland's First Peoples and seeks to impart the wisdom of generations of First Nations people onto Parliamentarians.

The Queensland Parliamentary Service is proud of its commitment to observing appropriate cultural protocols in the organisation of such events.



*Uncle Des Sandy at the first sitting day of 2021.*

# Case study

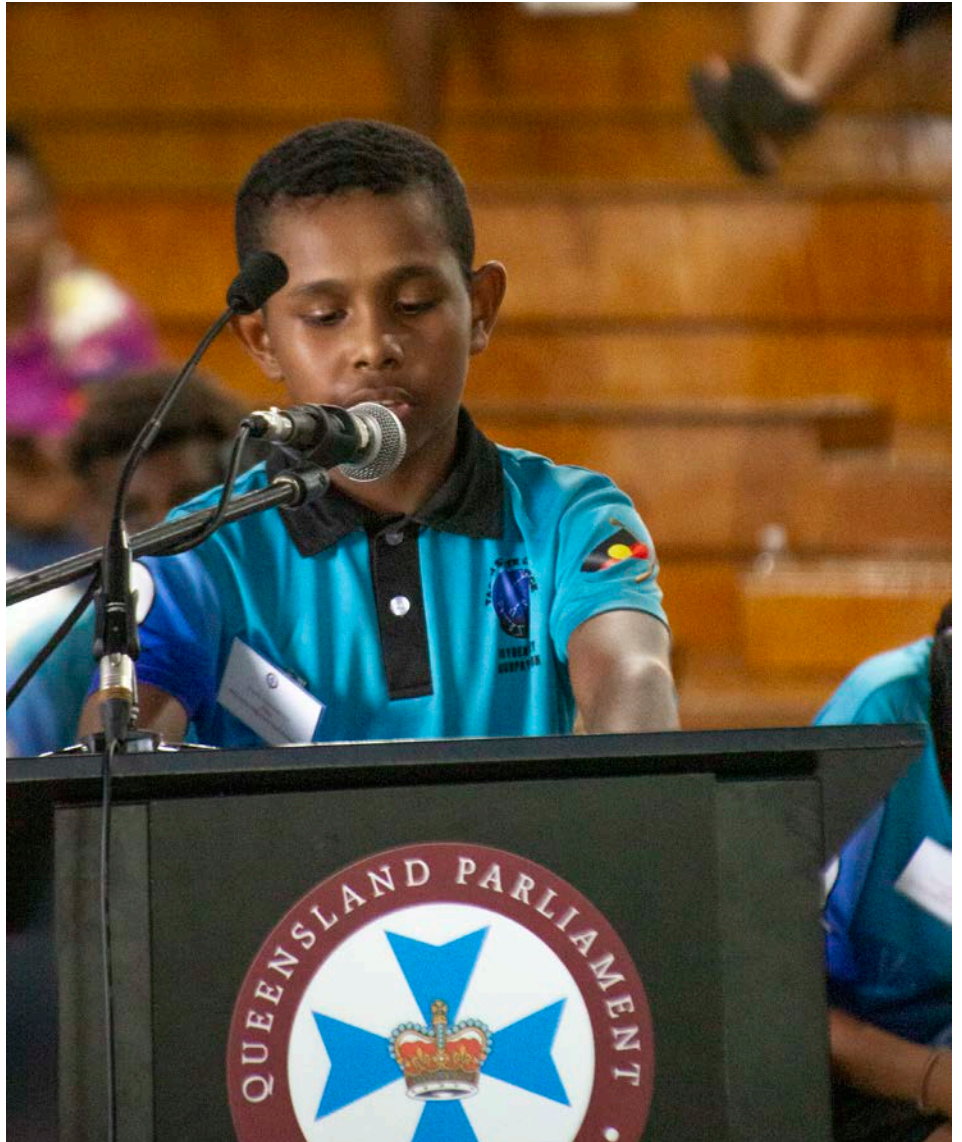
## 2022 Junior Indigenous Youth Parliament on Thursday Island

In July 2022, the Queensland Parliamentary Service took the Junior Indigenous Youth Parliament (JIYP) to Thursday Island. This was the first time JIYP was held in a First Nations Community.

The JIYP is a regional education program for Aboriginal and Torres Strait Islander students in years 5 and 6 delivered by the Queensland Parliamentary Service Education Team. An annual event since 2018, it has previously been held in Cairns and Townsville.

Students are introduced to Queensland Parliament's responsibilities and functions through delivering a speech in a parliamentary style chamber.

The JIYP is chaired by the Speaker of the Queensland Parliament along with local Members of Parliament. The program is facilitated by the Parliamentary Education team with the support of classroom educators.



*Youth MP's speaking at the 2022 Thursday Island Junior Indigenous Youth Parliament*

Held at the Torres Shire Sport Complex, over 50 students from across the Torres Strait and Northern Peninsula Area took part in the 2022 JIYP. Student representatives from the outer islands of the Torres Strait arrived by boat, light air craft and helicopter to take part in the event.

The JIYP was accompanied by a program of events, including classroom visits, an interview with the Speaker on the local community radio station and a community dinner at the Gab Titui Cultural Centre.

The JIYP is a deliverable under the Parliamentary Service Reconciliation Action Plan, the delivery of the program in a First Nations community is an example of the Parliamentary Service breaking new ground in reaching out to First Nations Communities.

The Queensland Parliamentary Service engages First Nations young people in two targeted Youth Parliament programs; the Eric Deeral Indigenous Youth Parliament and the JIYP. These programs are usually delivered in major urban areas distant from the communities the many First Nations participants live in.

By taking the JIYP program to Thursday Island, the Queensland Parliamentary Service has attempted in this instance to reduce the disadvantage of First Nations young people in the Torres Strait, by making this program more accessible to them.





# Case study

## National Reconciliation Week



*Reconciliation Queensland's National Reconciliation Week Breakfast, held at Parliament House in May 2022*

At the commencement of National Reconciliation Week in 2021 and 2022, the Speaker and the Parliamentary Service hosted Reconciliation Queensland's National Reconciliation Week Breakfast in the Speaker's and Premier's Halls.

The breakfast, joined by video link with regional communities across Queensland, launched Reconciliation Week in the state. Each year the Governor opens the breakfast and the Speaker gives a Welcome address.

The breakfast brings together over 350 guests including Members of Parliament, First Nations Elders, community leaders and stakeholders, public and private sector RAP organisations, and stakeholders to support the cause of Reconciliation.

Senior Leaders and RAP Working Group members of Queensland Parliamentary Service also attend.





*Queensland Parliament's Reconciliation Week Morning Tea*

Attendees heard from First Nations community leaders on the progress of the cause of reconciliation. The event also was an opportunity for supporters of reconciliation to meet and network. The Parliamentary Service Catering team served a breakfast to guests with First Nations and bush tucker inspired flavours.

By working with Reconciliation Queensland and hosting National Reconciliation Week Breakfast, the Parliamentary Service supports the cause of reconciliation across Queensland.

The RAP Working Group also hosts a Reconciliation Week event for Parliamentary Service staff. In 2022, a morning tea was held on the level 3 concourse - the site of the future Reconciliation Garden.

In 2021, a historical seminar was held in the Legislative Council Chamber with presentations from historians Dr Jackie Huggins AM and Prof Kay Saunders AO on the legacy of notable Brisbane First Nations Women.



# Relationships

As custodians of the symbolic home of democracy in Queensland, this RAP represents a continuing pathway for the Parliamentary Service to build strong ongoing, mutually respectful relationships with Aboriginal and Torres Strait Islander peoples.

We have built mutually respectful, enduring and empowering relationships with Aboriginal and Torres Strait Islander peoples.

We encourage and are open to all Aboriginal and Torres Strait Islander peoples across the state to engage with the Parliament.

Actions	Deliverables	Timeline	Responsibility
<b>Action 1:</b> Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	1.1 Work with Aboriginal and Torres Strait Islander stakeholders and communities to develop partnerships and guiding principles for future engagement.	Dec 2023	Lead: First Peoples Liaison Officer Support: Procurement Team
	1.2 Review and update engagement plan to work with Aboriginal and Torres Strait Islander stakeholders and organisations.	Dec 2023	First Peoples Liaison Officer
<b>Action 2:</b> Build relationships through celebrating National Reconciliation Week (NRW).	2.1 Settle Queensland Parliamentary Service NRW event and send out invitation to all staff.	Apr 2024 Apr 2025	Lead: First Peoples Liaison Officer Support: Team Leader, Marketing and Communications
	2.2 Circulate Reconciliation Australia's NRW resources and reconciliation materials to our employees.	May 2024 May 2025	Lead: Manager, People and Culture Support: People and Culture (in consultation with the First Peoples Liaison Officer)
	2.3 RAP Working Group members to participate in an external NRW event.	27 May – 3 Jun 2024 27 May – 3 Jun 2025	RAP Working Group Co-Chairs
	2.4 Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May – 3 Jun 2024 27 May – 3 Jun 2025	Manager, People and Culture
	2.5 Organise at least one NRW event each year and promote NRW activities through suitable channels including social media, Intranet and publications.	27 May – 3 Jun 2024 27 May – 3 Jun 2025	Team Leader, Marketing and Communications
	2.6 Register all of our NRW events on Reconciliation Australia's NRW website.	May 2024 May 2025	RAP Working Group Co-Chairs

Actions	Deliverables	Timeline	Responsibility
<b>Action 3:</b> Promote reconciliation through our sphere of influence.	3.1 Develop and implement a staff engagement strategy to raise awareness of reconciliation across our workforce.	Nov 2023	Lead: First Peoples Liaison Officer Support: RAPWG Secretary
	3.2 Annually promote our RAP commitments to all staff and promote membership in the RAP Working Group.	Jun 2023 Jun 2024	RAP Working Group Co-Chairs
	3.3 Communicate our commitment to reconciliation publicly.	Jun 2023	Speaker
	3.4 Explore and action opportunities to positively influence our external stakeholders to drive reconciliation outcomes.	Jun 2023	RAP Working Group Co-Chairs
	3.5 Conduct a RAP Dialogue inviting Queensland RAP organisations to discuss their RAP activities and to learn from each other.	Feb 2024	RAP Working Group Co-Chairs
	3.6 Continue to include an overview of the RAP as part of employee induction.	Dec 2023	Manager, People and Culture
	3.7 Continue to include an overview of the RAP as part of Member induction.	Nov 2024	Deputy Clerk



Actions	Deliverables	Timeline	Responsibility
<b>Action 4:</b> Promote positive race relations through anti-discrimination strategies.	4.1 Review HR policies and procedures to identify existing anti-discrimination provisions and future needs.	Nov 2023	Manager, People and Culture
	4.2 Engage with Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors when reviewing the anti-discrimination policy.	Jul 2023	Manager, People and Culture
	4.3 Ensure the anti-discrimination policy is communicated effectively to all employees and included in employee inductions.	Jun 2023	Manager, People and Culture
	4.4 Arrange training for senior leaders on the effects of racism.	Nov 2024	Manager, People and Culture
<b>Action 5:</b> Increase level of engagement with First Nations Youth.	5.1 Continue to support emerging leaders in the community by hosting the Eric Deeral Indigenous Youth Parliament and Junior Indigenous Youth Parliament.	Dec 2024	First Peoples Liaison Officer
	5.2 Conduct an annual review of the Queensland Parliamentary Service's educational outreach to young First Nations people (including through the Junior Indigenous Youth Parliament and the Eric Deeral Youth Parliament) to inform and improve effective outreach.	Nov 2023 Nov 2024	First Peoples Liaison Officer
	5.3 Consult with Aboriginal and Torres Strait Islander advisors and key stakeholders on the review of QPS's educational outreach programs.	Mar 2024 Mar 2025	First Peoples Liaison Officer
	5.4 Conduct tours and seminars of the Queensland Parliament for groups of First Nations students and community group members to foster inclusive relationships with the Parliament.	Jun 2023	Lead: First Peoples Liaison Officer Support: Security and Attendant Services
	5.5 Investigate co-operation with TAFE or other training providers to increase opportunities for First Nations trainees to gain experience within applicable Parliamentary Service units.	Sep 2023	Lead: Manager, Catering Services Support: First Peoples Liaison Officer



# Respect

The respect between Aboriginal and Torres Strait Islander peoples and all Queenslanders is fundamental to the reconciliation process.

The relationship of respect is fostered by mutually beneficial opportunities to understand each other and to contribute jointly and meaningfully towards the cause of reconciliation.

The Parliamentary Service has and will continue to encourage understanding and appreciation of Aboriginal and Torres Strait Islander peoples, histories, cultures and knowledge for the benefit of all Queenslanders.

Actions	Deliverables	Timeline	Responsibility
<b>Action 6:</b> Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	6.1 Conduct a review of cultural learning needs within the Queensland Parliamentary Service.	Dec 2024	RAP Working Group Co-Chairs
	6.2 As part of planned refurbishment of Parliamentary Annexe, determine the location of the Reconciliation Gallery, and improvements to be made to the following public spaces to respect and acknowledge First Nations peoples through display of Aboriginal and Torres Strait Islander artwork, film or portraits across the precinct: <ul style="list-style-type: none"> <li>Level 3 public hearing rooms and meeting spaces;</li> <li>Dandiir Room;</li> <li>Undumbi Room;</li> <li>Aboriginal People's Room; and</li> <li>Torres Strait Islander People's Room.</li> </ul>	Nov 2024	RAP Champion
	6.3 Review and update cultural learning strategy for all precinct staff and develop flexible options for delivery to Regional Electorate Office staff.	Jun 2023 Jun 2024	Manager, People and Culture
	6.4 Promote the RAP Good Practice guide to all Parliamentary Service officers to ensure communication continues to meet the standards for inclusive and respectful language.	Dec 2023 Jun 2024	Team Leader, Marketing and Communications
	6.5 Investigate appropriate learning opportunities in relation to First Nations languages in all areas of Queensland.	Sep 2023	First Peoples Liaison Officer
	6.6 The RAP Working Group to increase invitations for Elders to visit Parliament House with a view to developing relationships for reciprocal visits to Country.	Nov 2024	First Peoples Liaison Officer
	6.7 Provide opportunities for RAP Working Group members, HR Managers and other key leadership staff to participate in formal and structured cultural learning.	Apr 2024 Apr 2025	First Peoples Liaison Officer

Actions	Deliverables	Timeline	Responsibility
	6.8 Investigate options to provide regular cultural training, and Cultural Awareness Learning Pack available on Intranet.	Nov 2023	Lead: First Peoples Liaison Officer Support: RAP Working Group Secretary
	6.9 Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors to inform our cultural learning strategy.	Oct 2023	First Peoples Liaison Officer
<b>Action 7:</b> Demonstrate respect to Aboriginal people and Torres Strait Islander people by observing cultural protocols.	7.1 First Peoples Liaison Officer to monitor significant Parliamentary Service occasions to ensure appropriate protocols are followed - Welcome to Country or Acknowledgment of Country.	Dec 2023 Dec 2024	First Peoples Liaison Officer
	7.2 Continue drafting of a cultural protocol document, including protocols for Welcome to Country and Acknowledgement of Country.	Aug 2024	Team Leader, Marketing and Communications
	7.3 Put a submission to the Speaker to invite a First Nations Elder to attend Queensland Parliament's Acknowledgement of Country at the first sitting of each year.	Dec 2023 Dec 2024	First Clerk Assistant (Procedure)
	7.4 Increase staff understanding of the purpose and significance behind cultural protocols, including Welcome to Country and Acknowledgement of Country protocols as part of induction/orientation programs.	Nov 2023	Manager, People and Culture
	7.5 Investigate production of personalised Acknowledgement of Country plaques for each Electorate Office across Queensland.	Jul 2023	Team Leader, Marketing and Communication
	7.6 Draft and publish an Acknowledgment of Country on the Parliament website.	Jun 2023	Director, Information Services
	7.7 Include an Acknowledgement of Country or other appropriate protocols at the commencement of important meetings.	Jun 2023	RAP Champion
	7.8 Develop a list of key First Nations contacts for organising a Welcome to Country and maintaining respectful partnerships.	Aug 2023	First Peoples Liaison Officer
	7.9 Develop and communicate internal guidelines for use of Aboriginal and Torres Strait Islander terminology to all staff and Electorate Officers.	Feb 2024	Team Leader, Marketing and Communications

Actions	Deliverables	Timeline	Responsibility
<b>Action 8:</b> Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	8.1 RAP Working Group to participate in an external NAIDOC Week event.	First week in: Jul 2023 Jul 2024	RAP Working Group Co-Chairs
	8.2 Promote NAIDOC Week resources and encourage participation in external NAIDOC events to all staff.	First week in: Jul 2023 Jul 2024	Team Leader, Marketing and Communications
	8.3 Deliver internal NAIDOC Week event for Parliamentary Service Precinct Staff. This event will be organised in consultation with Aboriginal and Torres Strait Islander stakeholders.	First week in: Jul 2023 Jul 2024	RAP Champion
	8.4 Inform Electorate Officers of NAIDOC Week events.	First week in: Jul 2023 Jul 2024	Electorate Office Liaison
	8.5 Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week.	Jun 2023 Jun 2024	Manager, People and Culture



# Opportunities

By utilising our strengths in a knowledge based workforce and through our hospitality operations, the Queensland Parliamentary Service can create employment and business opportunities for Aboriginal and Torres Strait Islander peoples. This will enable the Queensland Parliamentary Service to help enhance diversity of our workforce.

Actions	Deliverables	Timeline	Responsibility
<b>Action 9:</b> Investigate opportunities to improve and increase Aboriginal and Torres Strait Islander employment outcomes within our workplace.	9.1 Hold an informal roundtable meeting with First Nations employees to discuss our recruitment, retention and professional development opportunities.	Jul 2023	Manager, People and Culture
	9.2 Continue to conduct exit interviews with Aboriginal and Torres Strait Islander staff including questions about retention and professional development to inform future employment strategies.	Nov 2024	Manager, People and Culture
	9.3 Collect information on our current Aboriginal and Torres Strait Islander staff to inform for future employment activities.	Nov 2024	Manager, People and Culture
	9.4 Advertise job vacancies to effectively reach Aboriginal and Torres Strait Islander stakeholders and investigate utilising social network sites that are relevant.	Jul 2023	Manager, People and Culture
	9.5 Review Human Resource and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace.	Jul 2023	Manager, People and Culture
	9.6 Finalise Aboriginal and Torres Strait Islander recruitment, retention and professional development strategy.	Dec 2023	Manager, People and Culture
	9.7 Implement the above strategy with a target of increasing the percentage of Aboriginal and Torres Strait Islander staff employed in the Parliamentary precinct.	Sep 2024	Manager, People and Culture
	9.8 Reserve two places in the 2023 Parliamentary Services Graduate Program for First Nations applicants.	Dec 2023	Deputy Clerk
	9.9 Investigate mentoring for First Nations employees who aspire to Management positions.	Feb 2024	Manager, People and Culture

Actions	Deliverables	Timeline	Responsibility
<b>Action 10:</b> Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	10.1 Investigate Supply Nation membership.	Jun 2024	Team Leader, Procurement Services
	10.2 Continue to review current procurement policies and practices to ensure there are no barriers for the procurement of goods and services from Aboriginal and Torres Strait Islander businesses.	Jun 2024	Team Leader, Procurement Services
	10.3 Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses by inviting them to quote for the provision of goods and services within those procurement categories that offer the highest opportunity for them to be engaged.	Jun 2024	Team Leader, Procurement Services
	10.4 Develop internal online links for use by Parliamentary Service staff to existing websites that raise awareness of Aboriginal and Torres Strait Islander owned business.	Jun 2023	Team Leader, Procurement Services
	10.5 Review and update the Aboriginal and Torres Strait Islander procurement strategy.	Jun 2023	Team Leader, Procurement Services
	10.6 Catering team to investigate current use and future opportunities for use of First Nations suppliers to provide expanded range of First Nation themed products, including food and beverages.	Jan 2024	Manager, Catering Services
	10.7 Catering Team to report to RAP Working Group annually on outcomes of investigations noted in 10.6 above.	Feb 2024	Manager, Catering Services
	10.8 Increase offering of First Nations food and beverages sourced from First Nations suppliers in the Parliamentary cafeteria.	Jul 2023	Executive Chef
	10.9 Annually consult with First Nations Chefs on menu planning and concepts.	Jul 2023	Executive Chef

Actions	Deliverables	Timeline	Responsibility
<b>Action 11:</b> Increase Aboriginal and Torres Strait Islander involvement in the Queensland legislative process.	11.1 Continue to encourage Aboriginal and Torres Strait Islander involvement in committee business through invitations to First Nations communities, stakeholders and peak groups to make submissions to parliamentary inquiries, and participate in public hearings and community roundtables.	Nov 2024	First Clerk Assistant (Committees)
	11.2 Work with the First Peoples Liaison Officer and Marketing and Communications to review parliamentary committee communication networks and tools to expand the reach of parliamentary inquiry messaging to First Nations communities.	Jan 2024	First Clerk Assistant (Committees)





Actions	Deliverables	Timeline	Responsibility
<b>Action 12:</b> Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	12.1 Maintain Aboriginal and Torres Strait Islander representation on the RWG.	Jun, Sep, Dec 2023  Apr, Jun, Sep, Dec 2024  Apr 2025	RAP Champion
	12.2 Maintain at least one First Nations person to act as RWG Co-Chair.	Jun 2023  Jun 2024	RAP Champion
	12.3 Review Terms of Reference for the RWG to ensure document is relevant for current tasks.	Jun 2023  Jun 2024	RAP Working Group Co-Chairs
	12.4 Meet at least four times per year to drive and monitor RAP implementation.	Jun, Sep, Dec 2023  Apr, Jun, Sep, Dec 2024  Apr 2025	RAP Working Group Co-Chairs
<b>Action 13:</b> Provide appropriate support for effective implementation of RAP commitments.	13.1 Develop annual RAP Implementation program and define resourcing requirements for RAP implementation within Parliamentary Service budget preparation timeframes.	Jun 2023  Jun 2024	RAP Champion
	13.2 Engage our senior leaders and other staff in the delivery of RAP commitments.	Jun 2023  Jun 2024	RAP Champion
	13.3 Define and maintain appropriate systems to track, measure and report on RAP commitments.	Jun 2023  Jun 2024	RAP Champion
	13.4 Maintain an internal RAP Champion from senior management.	Jun 2023  Jun 2024	Clerk of the Parliament

Actions	Deliverables	Timeline	Responsibility
<b>Action 14:</b> Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	14.1 Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 Sep 2023 30 Sep 2024	RAP Working Group Co-Chairs
	14.2 Report RAP progress to all staff and senior leaders quarterly.	Jun, Sep, Dec 2023 Apr, Jun, Sep, Dec 2024 Apr 2025	RAP Champion
	14.3 Publicly report our RAP achievements, challenges and learnings annually through the Parliamentary Service Annual Report.	30 Sep 2023 30 Sep 2024	RAP Champion
	14.4 Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer.	May 2024	RAP Working Group Co-Chairs
	14.5 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.	Jun 2023 Jun 2024	RAP Working Group Co-Chairs
	14.6 Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.	1 Aug 2023 1 Aug 2024	RAP Working Group Co-Chairs
	14.7 Submit a traffic light report to Reconciliation Australia at the conclusion of this RAP.	Jun 2025	RAP Working Group Co-Chairs
<b>Action 15:</b> Continue our reconciliation journey by developing our next RAP.	15.1 Register via Reconciliation Australia's website to begin developing our next RAP.	Jun 2024	RAP Working Group Co-Chairs



**For any queries about the Queensland Parliamentary Service  
Reconciliation Action Plan, please contact:**

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