



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan April 2022 to April 2023

Our Business:

K.I.N. Care Services has been operational since February 2017. It originated as a small owner/ operator business contracting a team of three people to complete assessments for the Department of Child Safety, Youth and Women as well as a number of non-Government organisations. In February 2019, K.I.N Care Services commenced In-Home Family Support and in August 2021 became registered NDIS providers.

K.I.N. (Kids in Needs) Care Services (QLD) provide direct support to families, and we do this through three streams of business:

1. In Home Family Support (IHFS)
2. NDIS
3. Specialist Services

We provide support in the following areas (including but not limited to):

- Domestic and family violence
- Youth justice
- Drug and alcohol dependency
- Childhood trauma
- Parenting skills
- Eating disorders
- Self-harming
- Assisting families on how to navigate NDIS
- Household and domestic tasks
- Future planning
- Community connections



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan *March 2022 to March 2023*

K.I.N. Care Service' goal is for children and young people to live safely in a warm and caring home where their everyday needs are met. It is our belief that all children should feel loved, accepted, and feel a sense of belonging, not only with their immediate family, but also within their community.

Our program is unique and can be tailored to meet the individual needs of families that we support. Therefore, we have both Family Support Workers and Case Managers linked with a family for the duration of the support. We also have a team of qualified Counsellors and a Family Therapist available to support families who may require additional support, in accordance with their individual goals.

It is important that families are being connected with community-based supports for their social, emotional, and cultural health and wellbeing as these services are able to provide ongoing long-term care and support to families once our support concludes.

K.I.N. Care Services currently have a team of 24 contractors and 3 employees who support the business. Of this team two people identify as Aboriginal people.

- Director
- Operations Manager
- NDIS Case Manager
- Business Support x 2
- Administrative Support
- Case Managers x 7 (1 identifies as an Aboriginal person and is the Cultural Practice Advisor)
- Family Support Workers x 15 (1 identifies as an Aboriginal person)

K.I.N. Care Services geographical reach is currently at a State Level. We provide services to Southeast, Southwest, Moreton Bay, and Sunshine Coast. Everyone works remotely within the community so there is no 'head office' however, the Director is based in Redcliffe.

Our RAP

K.I.N. Care Services strive to offer culturally fit services. The team members who identify as Aboriginal people have the ability and are encouraged to provide education to other contractors to ensure that all areas of our work are completed in a culturally sensitive and culturally appropriate way. This guidance and lived experience assist in the incredibly important role of caring for Aboriginal and/or Torres Strait Islander children, families, and communities. We currently have no team members that identify as Torres Strait Islander; however, all past and future recruitment has expressed that Aboriginal and/or Torres Strait Islander peoples are strongly encouraged to apply.



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan *March 2022 to March 2023*

As an organisation the Director has a genuine commitment to embedding K.I.N. Care Service’s RAP within all facets of the business. The Director and the Cultural Practice Advisor are the nominated RAP Champions with the Cultural Practice Advisor facilitating the RAP process in collaboration with and final approval from the Director. Ways in which K.I. N’s commitment to reconciliation is currently being demonstrated is by:

- Acknowledgement of Country and/or Welcome to Country (if there is a person present whose traditional Country is the place in which we are meeting then a Welcome will be done by them, otherwise an Acknowledgement will be given from one of the team members). This is a mandatory process at the commencement of all meetings, team training days and before supervision. This is also documented on all meeting notes.
- All team members have an Acknowledgement to Aboriginal and Torres Strait Islander peoples in the signature of their emails.
- All recruitment strongly encourages Aboriginal and Torres Strait Islander peoples to apply for all positions.
- The organisation has a Cultural Practice Advisory role.
- Wherever possible a team member who identifies as an Aboriginal person is matched with Aboriginal and/or Torres Strait families that we support; however clients and their families are free to opt for a preferred First Nations or not care team. If this is not possible due to unavailability of team members, then the Cultural Practice Lead provides education and advice on how to best support the family. This is to ensure that the family is provided a service that is understanding of their cultural needs, and this is embedded in our Supplier Responses.
- The Cultural Practice Advisor, with support from the Director, is currently exploring appropriate Cultural Competency Training for the team. It is anticipated that this will be achieved prior to the commencement of the next RAP.
- At this stage of the business development, K.I.N Care Services aims to focus on key areas outlined by the Closing the Gap (CTG) strategy, in particular:
 - Children are born healthy and strong
 - Children thrive in their early years
 - Youth are engaged in employment or education
 - Young people are not overrepresented in the criminal justice system
 - Children are not overrepresented in the child protection system
 - Families and households are safe
 - People enjoy high levels of social and emotional wellbeing



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan *March 2022 to March 2023*

Over the next twelve months K.I.N. Care Services is committed to establishing a Reconciliation Working Group (RWG) which will include team members, community organisations, Government and non-Government organisations, Elders, and respected people. The focus of the working group will be to provide knowledge and education that will support the continual building and implementing of a culturally safe and culturally appropriate RAP that is embedded within K.I.N. Care's framework of practice, policy and procedures and developing a RAP vision that is inclusive of our business goals. Through forming and facilitating this group, further RAP champions will be nominated, to ensure the RAP is a dynamic document in its use and review.

K.I.N. Care Service's journey towards developing and embedding a RAP within the organisation commenced in August 2019.

- In early August 2019, the development of a RAP was discussed at a Management meeting. Present at the meeting was Director Dee Gallagher and the two business support team members Jade Blake (later appointed to Regional Manager position in March 2020) and Courtney Hala (later appointed to Regional Manager position in March 2020 as well as becoming the Cultural Practice Advisor). It was agreed that K.I.N. Care Services has a genuine commitment towards reconciliation and would commence working on the development of a *Reflect* RAP. Courtney Hala was nominated and appointed as the RAP Champion and would facilitate the RAP process.
- On the 28th August 2019 the following policies were completed:
K.I.N. Care Guide to Supporting Aboriginal and Torres Strait Islander Children in Placement Policy 22
K.I.N. Care Cultural Competency Guideline Policy 23
- On the 4th October 2019 contact was made with Reconciliation Australia and a registered interest in completing a RAP was completed.
- K.I.N. Care Services engaged a local Aboriginal artist *Aboriginal Creations by Jordana* to design and produce a painting depicting the core business of K.I.N. Care, incorporating their commitment towards reconciliation. The painting was completed on the 17th December 2019 and is displayed on K.I.N. Care marketing material and will be included in the final RAP. The artwork story noted: *'this artwork represents K.I.N. Care Services commitment to providing consistent positive long-term outcomes for families by supporting the emerging generation. The work shows how important it is to work with and withing our Indigenous and non-Indigenous community to create a shared goal of connecting and keeping families together, in safe and happy environments'*.
- On the 20th February 2020's team meeting, information provided to the team regarding K.I.N. Care Service's commitment to reconciliation and the development of the RAP. The team were encouraged to participate in the working groups.
- On the 3rd March 2020 the Cultural Practice Advisor attended the RAP starter workshop in Brisbane.
- In April 2020 the first draft of our RAP was submitted to Reconciliation Australia. In July 2020 we received our first draft feedback and linked with Savannah Roberts (RAP Program Officer).



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

- In October 2020 Courtney Hala resigned from K.I.N. Care Services and so the position of Cultural Advisor was taken on by Dianne McCormick.
- The process of editing continued for several months with the final draft being sent for consideration to Reconciliation Australia in November 2021.

Our partnerships/current activities

Community partnerships

K.I.N. Care Services (QLD) have longstanding and positive relationships with both Aboriginal and Torres Strait Islander Community Health Service Aboriginal and Torres Strait Islander Community Health Service (ATSICHS) Foster and Kinship care services and Refocus. Below is feedback provided on the 29th January 2020, by Leisa Bennett, Manager ATSICHS Foster and Kinship Care Service, Child, and Family Services. Another linkage formed over the years is with *Sam the Boss Boxing* who support local children to learn about their culture through the art of boxing.

“Since assuming the role of Foster and Kinship Care Service Manager for the Aboriginal and Torres Strait Islander Community Health Services across Brisbane and the Southeast, the team at K.I.N (Kids in Need) Care Services (QLD) have become exclusively our partners in assessing Kinship and General Carers to be reapproved, and to be initially approved. Dee and her team are culturally safe in their engagement with Aboriginal and Torres Strait Islander families, and they understand the complexities that our families experience when providing care to Kin. The team at K.I.N Care partner with ATSICHS staff and clients to meet urgent deadlines without hesitation and that is important in a fast-paced sector that often needs urgent attention to achieve successful outcomes – particularly when ensuring that the placement principle is followed, and we continue to keep our kids with our mob. Dee and her team never hesitate to accommodate the diverse needs of our community, and of our FKC service.”

K.I.N. Care Services has a strong focus on providing advocacy for Aboriginal and Torres Strait Islander peoples and their families or carers ensuring that families are actively involved in their own definition and determination of positive wellbeing and connection. Through this, K.I.N Care Services strive to actively address and support Aboriginal and/or Torres Strait Islander peoples to reduce the gap in the key areas outlined by the Closing the Gap strategy, alongside individual and community wide areas of self-determined need.



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

Relationships			
Action	Deliverable	Timeline	Responsibility
Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders, core community members and organisations.	<ul style="list-style-type: none"> Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area. 	April 2022	Cultural Practice Advisor
	<ul style="list-style-type: none"> Ensure the Cultural Practice Advisor participates in local community networking meetings. 	April 2022	Cultural Practice Advisor and Director
	<ul style="list-style-type: none"> Ensure K.I.N. Care has a dedicated focus on creating strong partnerships with Aboriginal and Torres Strait Islander stakeholders including Refocus, ATSICHS. 	April 2022	Cultural Practice Advisor
	<ul style="list-style-type: none"> Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations. 	April 2022	Cultural Practice Advisor and Director
Build relationships through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> Circulate Reconciliation Australia's NRW (National Reconciliation Week) resources and materials to our team. 	April 2022	Cultural Practice Advisor Director Operations Manager
	<ul style="list-style-type: none"> RWG members to participate in an external NRW event. 	May 2022	Lead: RAP Champions with the RAP Working Group Support: The whole team



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

	<ul style="list-style-type: none"> Encourage and support the team to participate in at least one external event to recognise and celebrate NRW. 	May 2022	Cultural Practice Advisor Director Operations Manager
Promote reconciliation through our sphere of influence.	<ul style="list-style-type: none"> Communicate our commitment to reconciliation to the whole team. This will be done via updating team on progress of RAP at Team meetings and encouraging team members to be involved in the working groups. 	December 2022	Cultural Practice Advisor Director Operations Manager
	<ul style="list-style-type: none"> Identify external stakeholders that our organisation can engage with on our reconciliation journey. 	December 2022	Cultural Practice Advisor Director Operations Manager
	<ul style="list-style-type: none"> Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey. 	December 2022	Cultural Practice Advisor Director Operations Manager
	<ul style="list-style-type: none"> The following days will be recognised through team engagement in cultural practice and historical learnings, alongside local event attendance and engagement: <ul style="list-style-type: none"> - Survival Day - Apology Day 	Survival Day – January 2023 Apology Day – February 2023 National Close the Gap day – April 2022	Cultural Practice Advisor



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

	<ul style="list-style-type: none"> - National Close the Gap day - National Sorry Day - 1967 Referendum anniversary - National Reconciliation Week - Mabo Day - Coming of the Light - NAIDOC Week - UN International Day of the World’s Indigenous peoples - National Aboriginal and Torres Strait Islander Children's Day - Anniversary of the UN Declaration on the Rights of Indigenous People Indigenous Literacy Day 	<p>National Sorry Day – May 2022</p> <p>1967 Referendum anniversary – May 2022</p> <p>National Reconciliation Week – May to June 2022</p> <p>Mabo Day – June 2022</p> <p>Coming of the Light – July 2022</p> <p>NAIDOC Week – July 2022</p> <p>UN International Day of the World’s Indigenous peoples – August 2022</p> <p>National Aboriginal and Torres Strait Islander Children's Day – August 2022</p> <p>Anniversary of the UN Declaration on the Rights of Indigenous People – September 2022</p> <p>Indigenous Literacy Day - September 2022.</p>	
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K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Research best practice and policies in areas of race relations and anti-discrimination. 	September 2022	Director in consultation with Operations Manager and Cultural Practice Advisor
	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	September 2022	Director
	<ul style="list-style-type: none"> Include a Commitment to CTG (Closing the Gap) deliverables included in all intervention strategies and case planning with Aboriginal and Torres Strait Islander families. All practice with Aboriginal and Torres Strait Islander families will be mindful of the reasons behind the disadvantage in these areas, alongside of how to address these in a culturally appropriate manner, according to local service provisions and protocols. 	September 2022	Case Management with Family support worker teams



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

Respect			
Action	Deliverable	Timeline	Responsibility
Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights through cultural learning.	<ul style="list-style-type: none"> Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and rights within our organisation. 	September 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Conduct a review of cultural learning needs within our organisation. 	September 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	<ul style="list-style-type: none"> Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation’s operational area. 	June 2022	Cultural Practice Advisor, RWG, Operations Manager and Director
	<ul style="list-style-type: none"> Increase staff’s understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols. 	June 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	<ul style="list-style-type: none"> Raise awareness and share information amongst our staff about the meaning of NAIDOC Week. 	July 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

	<ul style="list-style-type: none"> Introduce our staff to NAIDOC Week by promoting external events in our local area. 	July 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> RWG to participate in an external NAIDOC Week event. 	July 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG

Opportunities			
Action	Deliverable	Timeline	Responsibility
Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention, and professional development.	<ul style="list-style-type: none"> Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation. 	November 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities. 	November 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Increase Aboriginal and Torres Strait Islander supplier diversity to support	<ul style="list-style-type: none"> Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses. 	November 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

improved economic and social outcomes.	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	November 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
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Governance			
Action	Deliverable	Timeline	Responsibility
Establish and maintain an effective RWG (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> Form a Recognition Working Group (RWG) to govern RAP implementation. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Draft a Terms of Reference for the RWG. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Establish Aboriginal and Torres Strait Islander representation on the RWG. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> Define resource needs for RAP implementation. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

	<ul style="list-style-type: none"> Engage senior leaders in the delivery of RAP commitments. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Define appropriate systems and capability to track, measure and report on RAP commitments. 	April 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Build accountability and transparency through reporting RAP achievements, challenges, and learnings both internally and externally.	<ul style="list-style-type: none"> Contact Reconciliation Australia to ensure that our primary and secondary contacts are up to date to ensure we are receiving important correspondence. 	June 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Follow up with Reconciliation Australia if we have not yet received our unique reporting link to participate in the RAP Impact Measurement Questionnaire. 	1 st of August 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
	<ul style="list-style-type: none"> Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. 	September 2022	Cultural Practice Advisor, Operations Manager and Director with support from RWG
Continue our reconciliation journey by developing our next RAP.	<ul style="list-style-type: none"> Register via Reconciliation Australia’s website to begin developing our next RAP. 	January 2023	Cultural Practice Advisor, Operations Manager and Director with support from RWG



K.I.N. Care (Kids in Need) Services (Qld)

Reflect Reconciliation Action Plan March 2022 to March 2023

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