

HUB
Community
Projects

Reflect Reconciliation Action Plan

October 2023 - March 2025



Meet the Artist

"My name is Terri Hill and I am a proud Aboriginal descendant of the Kalkadoon, Pita-Pita tribes on my grandmother's side and Yirandali and Nagawun tribes on my grandfather's side.

I would like to respectfully acknowledge the traditional custodians of the lands in which I work, live and carry out my business. Furthermore, I wish to extend my respects to all Aboriginal and Torres Strait Islander Elders, for they are the keepers of our knowledge, teach us our traditions and share the stories of our past times. Their guidance and teachings keep our culture alive and strong.

I respectfully thank all Aboriginal and Torres Strait Islander people before me for the sacrifices and suffering they endured to make way for a better future for me."

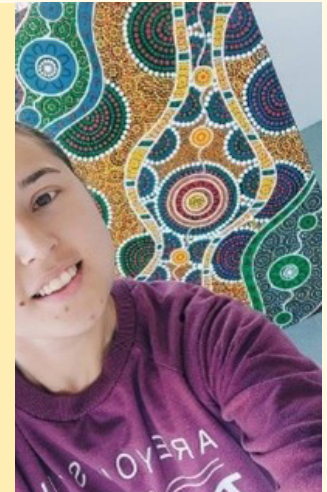
Artwork Story

"This piece of art was gifted to HUB Community Projects to support their journey of reconciliation with the guidance of Inala Elders Aboriginal and Torres Strait Islander Corporation. This piece puts HUB Community Projects and the Inala Elders Aboriginal and Torres Strait Islander Corporation at the centre, coming together in a new partnership to work together. The centre meeting place has U-shaped person symbols, the larger representing the Inala Elders and the smaller representing the HUB, meeting as one. The meeting place featured in the centre connects to other smaller meeting places, representing the shared journey Inala Elders and HUB are on to support community through shared networks and connections of support services.

The journey connections between the centre meeting place and smaller meeting places are separated by land and sea. The green land and blue sea represent the lands and seas crossed by community members that now call Australia home. The brown represents Australian soil in which Inala Elders and the HUB support our community on. The outer side of the lands and seas represents a portion of the diverse community from all walks of life supported by Inala Elders and the HUB together. The colour choice is vibrant and loud, representing the diversity of community and the connections shared.

My hope is that this painting reflects the shared journey Inala Elders Aboriginal and Torres Strait Islander Corporation and HUB Community Projects are currently on and continuing to work towards."

"Together
We Meet,
Together
We Move
Forward"



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Acknowledgement of Country

HUB acknowledges the Traditional Custodians of the lands on which we work. We value the rich culture, languages and wisdom of First Nations people. We pay our respects to Elders past and present.

Statement from CEO of Reconciliation Australia

Inaugural Reflect RAP

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

HUB Community Projects Inc joins a network of more than 2,200 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 HUB Community Projects Inc 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 HUB Community Projects Inc, 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



Our Business

HUB Community Projects (HUB), established in 1986, is a not-for-profit community organisation that advocates for, and engages with, our diverse community. We offer legal services and community-centred neighbourhood activities with the vision of creating a welcoming place for a just and inclusive community. HUB's values are to work ethically, respectfully, inclusively, and collaboratively.

Through our community legal centre, HUB Community Legal, we provide free, independent legal help to support people going through difficult times. Each year, our community legal centre supports over 2000 people of all ages who are experiencing violence and abuse, financial hardship, discrimination, or other social and legal issues. Our lawyers work to guide people through the legal system, make informed choices, and exercise their rights to promote social justice and participation.

As a generalist legal service, HUB assists with a broad range of legal problems. HUB provides legal help to people appearing before the Mental Health Review Tribunal and at courts for domestic and family violence and child protection issues.

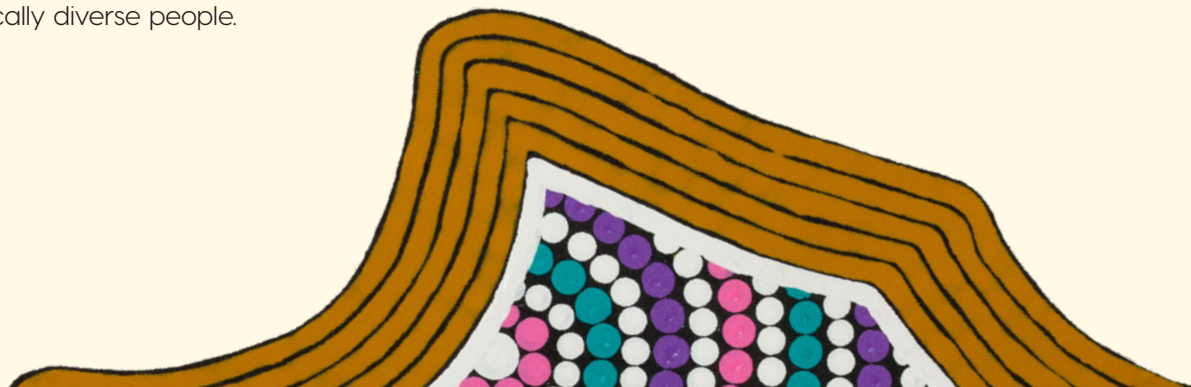
HUB also operates a busy and vibrant neighbourhood centre, located in Inala, a suburb in Brisbane's southwest. The centre provides opportunities for community participation, contribution, inclusion, and belonging. Our dedicated staff and volunteers create a welcoming space where people from diverse backgrounds and circumstances can get involved in their community through a variety of health and wellbeing activities – skill building workshops, yoga classes, ukulele playing groups, playgroup, digital literacy programs, community gardening, and friendship groups. We also provide tangible support and assistance, helping people navigate systems, access technology, and fill in forms.

HUB prioritises services to individuals more likely to experience barriers to accessing justice and community participation, including people on no/low income, people in vulnerable situations, people experiencing violence or abuse, Australian First Nations people, and culturally and linguistically diverse people.

HUB is governed by a volunteer Management Committee comprised of members from the local community and people with specialist knowledge in our areas of practice. Currently, HUB employs 19 people and is supported by approximately 80 dedicated volunteers throughout the year. Our HUB Community Legal team includes 10 lawyers, 4 legal support staff, and at any one time, approximately 20 volunteer lawyers and 20 volunteer law students. At the HUB Neighbourhood Centre, we have 2 staff members supported by approximately 20 local community volunteers and occasional social work placement students. HUB does not currently have any Aboriginal and/or Torres Strait Islander employees. HUB has 1 First nations person on our Management Committee.

Our community legal centre extends its services to Ipswich, Logan, and in some instances, to people residing in other areas of Queensland. Our Neighbourhood Centre is a place-based program, with strong connections to the local community of Inala and surrounding suburbs.

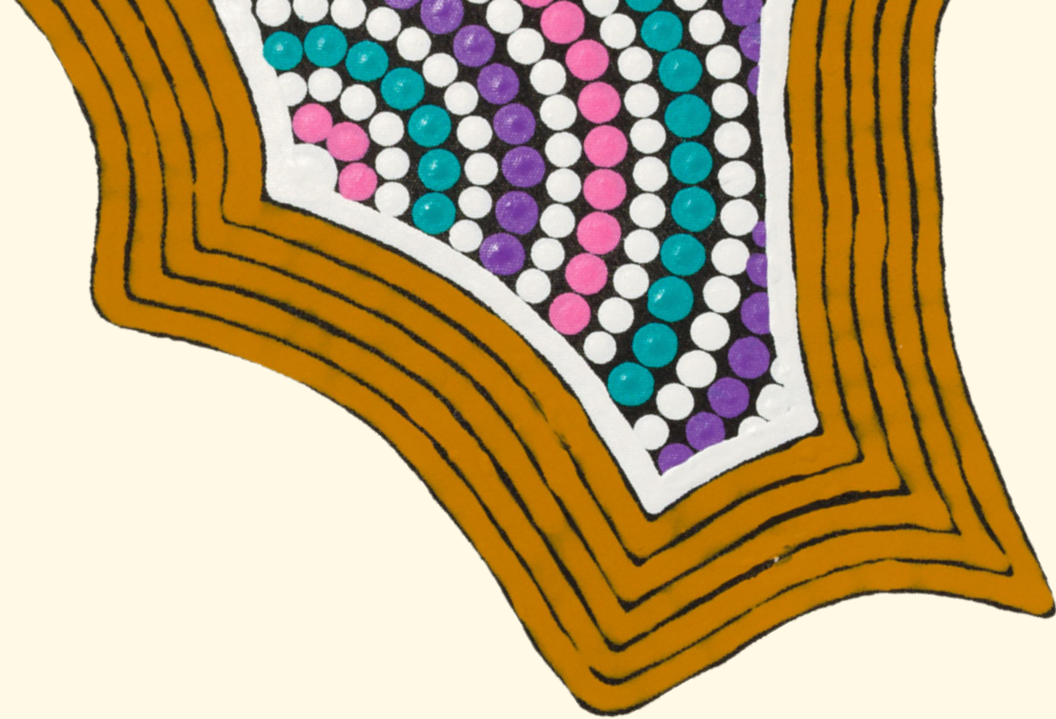
By offering comprehensive legal services and engaging in community activities, HUB Community Projects strives to create a just and inclusive community where everyone has access to justice and opportunities for meaningful participation. Essential to this vision for justice is respect and self-determination for Aboriginal and Torres Strait Islander peoples.



HUB is dedicated to actively promoting reconciliation through our community legal centre and neighbourhood centre activities. We recognise that achieving reconciliation requires more than just actions to promote recognition and inclusion—it necessitates concrete actions and initiatives that contribute to positive change. By listening to Aboriginal and/or Torres Strait Islander peoples, we will use our RAP as a tool to guide us in actively working towards reconciliation.

At our community legal centre, we strive to provide culturally safe and appropriate legal services to Aboriginal and/or Torres Strait Islander peoples. This involves actively engaging with Aboriginal and/or Torres Strait Islander communities, seeking their input, and tailoring our services to meet their unique requirements. We are committed to working collaboratively with Aboriginal community-controlled organisations, respecting their expertise, and promoting self-determination in the provision of legal support. By forging strong partnerships and building trust, we can ensure that our services align with the aspirations and expectations of Aboriginal and/or Torres Strait Islander peoples.

Furthermore, we recognise that reconciliation goes beyond the legal sphere. At our neighbourhood centre, we embed reconciliation principles in our day-to-day activities. We create a welcoming space that embraces the cultural diversity of our community and will look for opportunities to actively involve Aboriginal and/or Torres Strait Islander peoples in the design and delivery of programs and services. This may include facilitating cultural awareness workshops, organising events that celebrate Aboriginal and/or Torres Strait Islander cultures, and incorporating Indigenous perspectives into our various activities. By doing so, we aim to promote understanding, respect, and appreciation for Aboriginal and/or Torres Strait Islander cultures, fostering a sense of belonging and unity within our community.



Our Reconciliation Action Plan

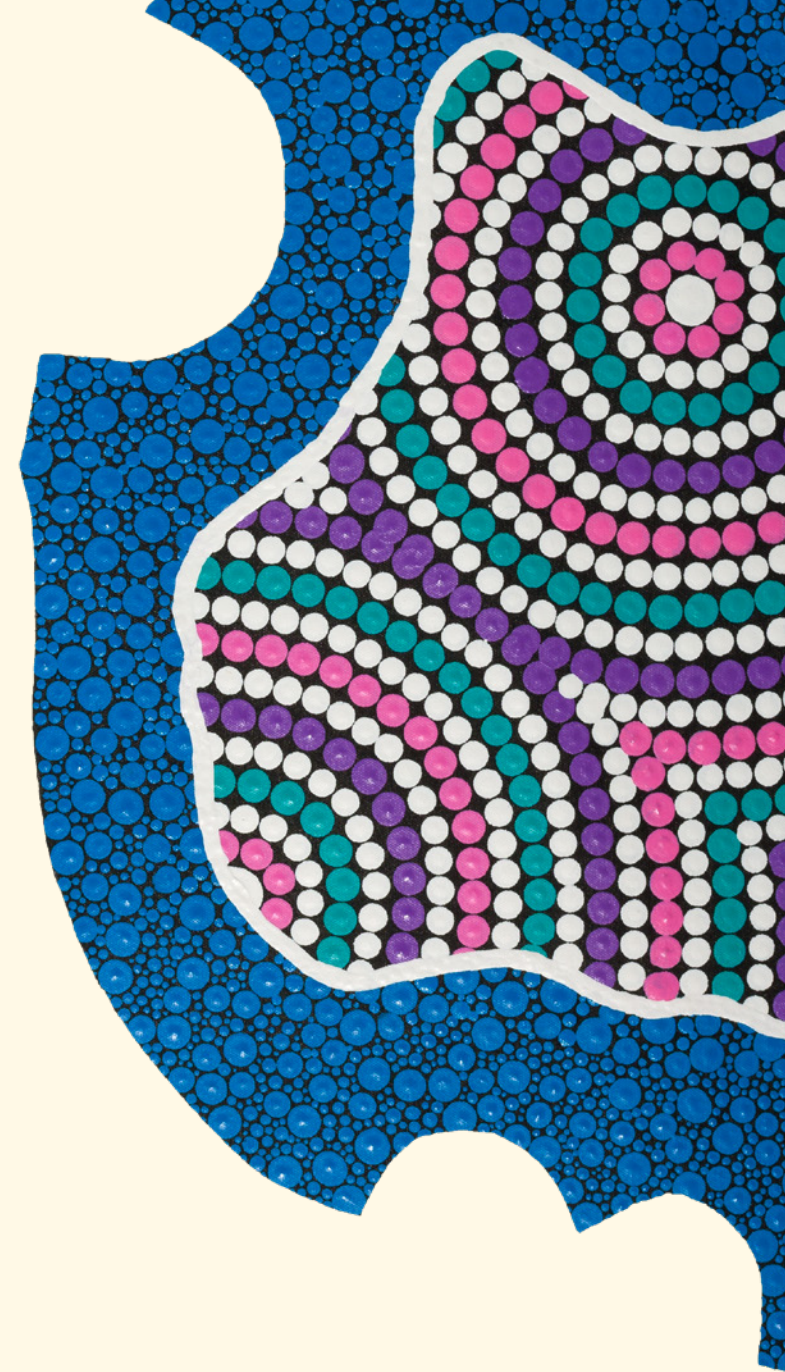
Through our RAP, we are committed to strengthening our efforts in advancing reconciliation. This includes setting measurable goals and targets for our reconciliation actions. We continuously review and evaluate our practices to ensure that our actions align with best practices and the evolving needs of the communities we serve. By engaging in ongoing dialogue, collaboration, and learning, we aim to create a positive and lasting impact on the journey towards reconciliation.

HUB is fortunate to be in Inala, Brisbane where 5.7% of the residents are Aboriginal and/or Torres Strait Islander people. This gives us both an opportunity and an imperative to work towards developing strong and enduring partnerships with local community-controlled organisations and ensure that when Aboriginal and/or Torres Strait Islander peoples access our services, either by referral or choice we provide culturally safe and appropriate support. More broadly, we want to contribute to positive change that builds our community's capacity to acknowledge and embrace Australia's First Nations cultures and foster a community where reconciliation is not only valued but actively pursued.

HUB will take a whole of organisation approach to implementing its RAP with a focus on building sustainable and meaningful action towards reconciliation. HUB has established a RAP Working Group with representatives from HUB's Management Committee and staff. HUB has partnered with the Inala Elders Aboriginal and Torres Strait Islander Corporation in the development of our RAP.

The members of HUB's Working Group are:

- Management Committee Members
- HUB Director
- HUB Lawyers
- HUB Administration Staff
- HUB Community Development Worker
- First Nations Representatives from the Inala Elders Aboriginal and Torres Strait Islander Corporation



To ensure our RAP method is appropriate and guided by First Nations leaders on the national level, we will follow the Reconciliation Australia RAP framework.

We will look for opportunities to be innovative in developing ideas for our RAP, drawing on the unique strengths of the organisation, our partners, and the local community.

We recognise that to make our services accessible to First Nations peoples, we need to move outside our organisation to build long-term relationships with Aboriginal and/or Torres Strait Islander community partners by supporting and showing up at community events, taking time to have conversations and listening to what is important to community.

HUB's reconciliation journey to date includes various initiatives and activities aimed at building cultural capability for staff, fostering greater understanding of systemic racism and its ongoing impact on Australia's First Nations peoples, and reducing barriers to accessing our service.

Our staff have actively participated in annual training opportunities that aim to build deep cultural learning and understanding. This has included training by Blackcard, Cherbourg Ration Shed Museum Tour and Yarn with local Elders, and WorkUP's Cultural Safety Training Program for court services.

For several years, HUB has actively participated in Aboriginal and/or Torres Strait Islander community events, including hosting stalls at local NAIDOC Day Festivals, marching in the Inala Sorry Day March, and inviting Aboriginal Elders to hold yarning circles with HUB's Multicultural Women's Group. We ensure there is a Welcome to Country, or Acknowledgement of Country where a Welcome is not possible, at significant organisation events and we Acknowledge Country and pay our respects to Elders at Management Committee meetings, staff meetings, and other organisational meetings.

HUB has trialled initiatives in service delivery aimed at reducing barriers for First Nations peoples in accessing our services. For example, HUB has trialled a legal outreach at the Inala Indigenous Health Service and has received funding to research the acceptability and effectiveness of this project in meeting the legal needs of Aboriginal and/or Torres Strait Islander peoples. HUB's Neighbourhood Centre team have hosted a local Aboriginal and/or Torres Strait Islander Women's Group at special events, such as Neighbour Day and International Women's Day community luncheons.

Formalising a RAP is the next step in building sustainable and meaningful action towards reconciliation across our organisation.



Our Partnerships

One significant partnership is the **"Working Together Pledge"** we have made with the Inala Elders Aboriginal and Torres Strait Islander Corporation for the development of our RAP. Through this partnership, we are actively involving Aboriginal and/or Torres Strait Islander community members, particularly the Inala Elders, in the planning, implementation, and evaluation of our reconciliation efforts. We value their guidance and cultural expertise, ensuring that our RAP aligns with the aspirations and needs of the local Aboriginal and/or Torres Strait Islander community. The Inala Elders have stressed to us the importance of tangible actions that provide practical support and authentic relationship building opportunities. As an example, at the recent Inala NAIDOC Day festival HUB held an information stall but also supported the event by volunteering in the canteen. HUB has also been invited by the Elders to participate in a Volunteer Capacity Building Working Group to identify opportunities and systemic changes to promote volunteering for local Aboriginal and/or Torres Strait Islander peoples. These are just two examples of how this partnership aims to foster meaningful relationships, mutual respect, and shared decision-making aimed at improved outcomes in addressing barriers to social, cultural, and economic inclusion.

From 2019 – 2022, HUB developed a legal outreach partnership with the Inala Indigenous Health Service. To evaluate the appropriateness and effectiveness of the service, HUB successfully applied for a research grant and established a research partnership with the Queensland University of Technology (QUT) and the Inala Indigenous Health Services' research team. The research, led by a First Nations researcher, will assess the effectiveness and impact of our legal services in addressing the specific legal needs and challenges faced by Aboriginal and/or Torres Strait Islander individuals accessing healthcare services. By working together with QUT and First Nations researchers, we ensure that the evaluation process is culturally sensitive, employs appropriate methodologies, and incorporates indigenous perspectives. The outcomes of this research partnership will provide valuable insights that inform our practices, allowing us to further enhance the accessibility and effectiveness of our services.

In both partnerships, the practice of engagement is characterised by active collaboration, mutual respect, and a commitment to meaningful participation. Our goals include creating culturally safe and appropriate environments, promoting self-determination, and ensuring that Aboriginal and/or Torres Strait Islander voices are heard and valued in decision-making processes. By establishing these partnerships, we aim to build long-term relationships, strengthen our understanding of the unique challenges faced by Aboriginal and/or Torres Strait Islander peoples, and continually improve our programs and services to meet their specific needs. These partnerships also enable us to foster greater cultural awareness and appreciation within our organisation and the wider community.

Internal Activities & Initiatives

Several activities and actions have been implemented in recent years which we hope can be further enhanced through our RAP. Activities to date include: developing documented policy and procedures for promoting cultural safety within our organisation and in our service delivery, cultural awareness and cultural competency training for governing body, staff and volunteers, Welcome or Acknowledgement to Country at significant organisational events, participation in Aboriginal and/or Torres Strait Islander community events, inviting local Elders to community activities, and seeking supply from First Nations owned businesses.





Relationships



Relationships			
Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and/or Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and/or Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	November 2023	Lead: Community Development Worker Support: RAP Working Group Chair
	Research best practice and principles that support partnerships with Aboriginal and/or Torres Strait Islander stakeholders and organisations.	December 2023	Lead: Director Support: Senior Lawyer
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff and volunteers	May 2024	Lead: Legal Administrator Support: Community Development Worker
	RAP Working Group members to participate in an external NRW event.	27 May to 3 June 2024	Lead: Director Support: RAP Working Group Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May to 3 June 2024	Director
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	October 2023	Director
	Communicate our commitment to reconciliation publicly through publishing our RAP on our website	January 2024	Director
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	November 2023	Lead: Director Support: RAP Working Group Chair
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	June 2024	Lead: Director Support: RAP Working Group Chair
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations, anti-discrimination, and human rights.	July 2024	Lead: Senior Lawyer Support: Director
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	September 2024	Lead: Management Committee President Support: Director and Operations Manager



Respect & Opportunities



Respect			
Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and/or Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and/or Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	November 2023	Lead: Director Support: Community Development Worker and Senior Lawyer
	Conduct a review of cultural learning needs within our organisation.	December 2023	Lead: Director. Support: Principal Lawyer & Neighbourhood Centre Manager
6. Demonstrate respect to Aboriginal and/or Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians and respected Elders and/or respected persons with community knowledge of the lands and waters within our organisation's operational area.	October 2024	Lead: Senior Lawyer Support: Director
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	January 2024	Lead: Senior Lawyer Support: Director
7. Build respect for Aboriginal and/or Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	July 2024	Lead: Community Development Worker Support: Senior Administrator
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2024	Lead: Community Development Worker Support: Senior Administrator
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2024	Lead: Community Development Worker Support: Senior Administrator

Opportunities			
Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and/or Torres Strait Islander recruitment, retention, and professional development.	Develop a business case for Aboriginal and/or Torres Strait Islander employment within our organisation.	March 2024	Lead: Director Support: Management Committee President
	Build understanding of current Aboriginal and/or Torres Strait Islander staffing to inform future employment and professional development opportunities.	September 2024	Lead: Director Support: Management Committee President
9. Increase Aboriginal and/or Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and/or Torres Strait Islander owned businesses.	February 2024	Lead: Director Support: Operations Manager
	Investigate Supply Nation membership.	July 2024	Operations Manager



Governance



Governance			
Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Maintain a RWG to govern RAP implementation.	March 2025	Lead: Director Support: Management Committee President
	Review and apply a Terms of Reference for the RWG.	October 2024	Lead: Director
	Maintain and strengthen Aboriginal and/or Torres Strait Islander representation on the RWG.	November 2024	Lead: Director
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	October 2023	Lead: Director Support: Operations Manager
	Engage senior leaders in the delivery of RAP commitments.	October 2023	Lead: Director
	Maintain a senior leader to champion our RAP internally.	March 2025	Lead: Management Committee President
	Define appropriate systems and capability to track, measure and report on RAP commitments.	October 2023	Lead: Director Support: Legal Administrator
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	Director
	Contact Reconciliation Australia to request our unique link to access the online RAP Impact Measurement Questionnaire.	1 August annually	Director
	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September, annually	Director
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	December 2024	Director

Contact details:

Name: Alison O'Quinn

Position: Director

Phone: (07) 3372 3770

Email: director@hubcommunity.org.au



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