



STATE LIBRARY OF QUEENSLAND

# Reconciliation Action Plan 2013–14

# Acknowledgement

State Library of Queensland (SLQ) acknowledges the traditional custodians of Australia. We acknowledge the cultural diversity of Elders, both past and present, and the significant contributions that Aboriginal peoples and Torres Strait Islander peoples have made to Queensland and Australia.

State Library thanks Reconciliation Australia and our Indigenous Advisory Group (IAG) to the Board for their support in the development of our *2013–14 Stretch Reconciliation Action Plan (RAP)*. Since 2006 Reconciliation Australia has led the way for organisations, large and small, towards creating respectful relationships between Aboriginal and Torres Strait Islander peoples and the broader Australian community, and turning their well-intentioned ideas into achievable, tangible actions.

**Cover:** Des Crump is an Indigenous Languages Researcher at SLQ and identifies as Gamilaroi from South West Queensland. Olivia Robinson is a library and museum enthusiast and a proud Bidjara person, whose traditional land is in South West Queensland. **Image:** Jo-Anne Driessens.

**Right:** Ellen van Neerven is a Yugambah woman with ancestral ties to the Scenic Rim region. **Image:** KiLN Creative.

Some of the images in this RAP were taken by photographer Jo-Anne Driessens. Jo-Anne grew up in Yuggera country, Western suburbs of Brisbane, is a descendant of the Koa people, Winton and has family connections to the Cherbourg community, in Wakka Wakka country.



# Foreword from the State Librarian and CEO

I am pleased to present State Library of Queensland's 2013–14 *Stretch RAP*. The development of our second RAP represents our ongoing public commitment to reconciliation within Australia. This year we are focused on achieving longer-term goals aligning with our strategic plan, and working towards clear targets. We intend our RAP to be a living document and a blueprint for our day to day work.

State Library partners with the public library network across Queensland, including over 340 public libraries and 21 Indigenous Knowledge Centres (IKCs), which are owned, managed and staffed by local councils. Together we strive to create 21st century libraries, inclusive places that exist as both vibrant local hubs and gateways to the world, where the people of Queensland can gather to learn, work and create.

As an organisation entrusted to be a keeping place and a custodian of Queensland's memory, our role in collecting, preserving and sharing the unique cultures of Queensland's Aboriginal and Torres Strait Islander peoples, while enabling new stories to be created and shared, is significant.

Our RAP shares the actions we intend to deliver on in 2013–14. This year we are committed to delivering *Our Dreaming: animating country*, a cross-institutional program of events and exhibitions and to generally furthering our work in improving access to library services, extending learning and creative experiences, co-creating Queensland's memory and developing our people and capability.

This plan was written with and for all State Library staff. It also recognises the work of our Aboriginal and Torres Strait Islander staff, who share their expertise and knowledge in each of their roles with us all every day.

We look forward to implementing our RAP actions towards reconciliation and to the learning experience for all along the way.

**Janette Wright**, CEO and State Librarian, SLQ

## Our vision for reconciliation

State Library of Queensland creatively shares and promotes Aboriginal and Torres Strait Islander peoples' knowledge and cultures as integral to Queensland's identity.





## Our core business

SLQ is a vibrant and innovative 21st century library. It is an inclusive and welcoming place for all, a trusted source of information, a place for intellectual freedom and creativity and the primary custodian of Queensland's memory. As a physical and virtual place/space for sharing, learning, collaborating and creating, State Library meets its legislative of contributing to the cultural, social and intellectual development of all Queenslanders.

Our key services include:

- advocacy for public library services for all Queenslanders
- public library development including grants, administration and management
- collection services and professional development
- promoting research and understanding of our unique Queensland history through the John Oxley Library
- capturing and documenting the story of Queensland for current and future generations
- managing the life cycle for the State collection assets valued in excess of \$101 million, including acquisition, description, preservation, access and discovery
- onsite and online visitor and information services including information/research services, venue hire, café, and bookshop
- creative and culturally engaged programs with children, youth, family, Aboriginal and Torres Strait Islander peoples, and culturally and linguistically diverse communities
- centres of engagement with children and young people (The Corner); Aboriginal and Torres Strait Islander peoples (kuril dhagun and IKCs); arts, science, technology and enterprise (The Edge); and design (Asia Pacific Design Library).

SLQ provides a number of key services specifically for Aboriginal and Torres Strait Islander peoples. For example, kuril dhagun is an initiative of State Library of Queensland designed specifically to inspire audience participation and has been a centre for Queensland's unique Aboriginal and Torres Strait Islander cultures since 2006. kuril dhagun at SLQ promotes and celebrates Queensland's Aboriginal and Torres Strait Islander peoples, cultures and histories. It is a gathering place for all people to engage, share, listen and learn through an annual public program of events and exhibitions. In addition, the black&write! Indigenous writing and editing project is a national project and the first of its kind in Australia that was developed to foster a significant Aboriginal and Torres Strait Islander writing community. The black&write! initiative was launched by author Boori Monty Pryor and actor Ernie Dingo at the 2010 Cairns Indigenous Arts Fair, and is a bold, inspiring project designed to nurture talent, flex the creative imagination and change the landscape of Aboriginal and Torres Strait Islander writing in Australia.

SLQ also plays a lead role in serving all Queenslanders, through state-wide library services and partnerships with local government through over 340 public libraries, including the IKCs.

There is currently a network of 21 IKCs in remote and regional communities across Far North Queensland, Torres Strait Islands and South East Queensland. IKCs are a particular type of public library, communal hubs that combine traditional library services with a keeping place for recording, accessing and celebrating Aboriginal and Torres Strait Islander cultures of Queensland. IKCs are owned, managed and staffed by local Aboriginal Councils and the Torres Strait Island Regional Council. State Library funds and facilitates the establishment of each IKC and provides ongoing support through staff training and delivery of programs to promote literacy, build community networks and keep culture strong.

Queensland public libraries offer a vast range of resources, programs and activities that promote community engagement and inclusion by bringing people together and facilitating positive social and learning experiences. SLQ works collaboratively with the public library network by advocating for improved library services and supporting collections and programs for Aboriginal and Torres Strait Islander peoples in public libraries throughout Queensland.

## Our RAP

In 2012, State Library committed to building positive relationships between Aboriginal and Torres Strait Islander peoples and the broader Australian community through the development of our inaugural RAP. The RAP exists as an opportunity for exploring how SLQ may advance our organisational objectives and serves as a framework for our future.

It is the role of the SLQ RAP Working Group to advocate for reconciliation and guide the development, delivery, implementation and annual review of State Library of Queensland's RAP. The objectives of the SLQ RAP Working Group include:

- Ensure State Library's formal commitment to develop a RAP is achieved
- Ensure State Library meets all requirements stipulated by Reconciliation Australia
- Ensure shared ownership across all levels of State Library
- Guide the effective implementation of State Library's RAP
- Annually review and update the RAP
- Promote reconciliation and the appreciation of Aboriginal and Torres Strait Islander cultures to State Library staff by encouraging their participation in key Aboriginal and Torres Strait Islander calendar events.

The SLQ RAP Working Group consists of 12 staff representatives from across the organisation including Office of the State Librarian, Content Development, Corporate Services, Regional Access and Public Libraries, and Engagement and Partnerships.

# Our RAP journey: a reader's guide

Our commitment to reconciliation was initially formalised in our development of SLQ's *Reconciliation Strategy* in 2006. The development of our second RAP in 2013 reaffirms our pledge to build strong, positive relationships with Aboriginal and Torres Strait Islander individuals, groups, communities and organisations throughout Queensland.

In the development of our inaugural 2012–13 RAP we consulted widely with staff, the IAG to the Board and the RAP Working Group (which is made up of staff across SLQ). In reporting on the 2012–13 RAP, each work team was invited to share in their own words how they had progressed in relation to their set targets and report on any lessons learnt.

In 2013–14 we have organised our actions under the three themes set by Reconciliation Australia: relationships, respect and opportunities. These have been broadly linked with our organisational strategic objectives in the following way:

SLQ Strategy	Reconciliation Australia priorities
Extend learning and creative experiences	Relationships
Co-create Queensland's Memory	Respect
Improve access to library services and Develop our people and capability	Opportunities

Actions have been taken directly from team business plans, with the view to creating a focused RAP and to ensure our goals are measurable and achievable.

Again in 2013–14, the IAG and Reconciliation Australia were consulted in the development of our plan. Their invaluable input has assisted us to present a RAP that we see as motivational and energising, while embedding and expanding our organisational objectives. It stays honest to our vision: 'Enriching the lives of all Queenslanders'. In this case it will be through sharing stories, knowledge and culture in the spirit of reconciliation.

**Below:** Elisa Carmichael is a visual artist and identifies as a descendant of the Ngugi people belonging to the Quandamooka people of Minjerriba, North Stradbroke Island, and Noah Fast is a travelling American professional. **Image:** Jo-Anne Driessens.



# Relationships

State Library believes in fostering a productive, trusting and sustainable relationship between Aboriginal and Torres Strait Islander peoples, SLQ staff and the broader Australian community.

## Focus area – Extend learning and creative experiences

Action	Responsibility	Timeline	Target
1.1 RAP Working group continues to actively monitor SLQ RAP including development, implementation of actions and tracking progress	Executive Manager, Regional Partnerships	Oct 2013, Jan 2014, Mar 2014, Jun 2014	<ul style="list-style-type: none"> <li>RAP Working Group meet quarterly to progress and implement SLQ RAP actions</li> </ul>
1.2 Provide opportunities for Aboriginal and Torres Strait Islander employees and other SLQ employees to build relationships with the local community through celebrating National Reconciliation Week	Executive Manager, Regional Partnerships	27 May – 3 Jun 2014	<ul style="list-style-type: none"> <li>All staff are encouraged to participate in at least one event during National Reconciliation Week</li> <li>Host a National Reconciliation Week event at SLQ South Bank, Cannon Hill and Cairns office where all staff are encouraged to participate</li> </ul>
1.3 Deliver the major <i>Live! Queensland Band Culture</i> public program, including a program of Aboriginal and Torres Strait Islander featured events and exhibitions	Executive Manager, Communications	Nov 2013	<ul style="list-style-type: none"> <li>Develop and implement a marketing communications plan to support <i>Live! Queensland Band Culture</i>. Manage the creation and roll-out of marketing collateral, media opportunities, advertising, and promotion of the program</li> </ul>
	Director, Engagement and Partnerships	30 Dec 2013	<ul style="list-style-type: none"> <li>Complete delivery of <i>Live! Queensland Band Culture</i>, including the evaluation and sharing of learning</li> </ul>
	Regional Manager, Cairns Office	Dec 2013	<ul style="list-style-type: none"> <li>Support the IKC communities to contribute digital stories and content to SLQ programs and exhibitions</li> </ul>
1.4 Deliver the major <i>Our Dreaming: animating country</i> public program of Aboriginal and Torres Strait Islander featured events and exhibitions	Executive Manager, Communications	May 2014	<ul style="list-style-type: none"> <li>Develop a marketing communications plan to support <i>Our Dreaming</i></li> </ul>
		Jun 2014	<ul style="list-style-type: none"> <li>Manage the creation and roll-out of marketing collateral, media opportunities, advertising, and promotion across the program</li> </ul>
	Director, Engagement and Partnerships	Jun 2014	<ul style="list-style-type: none"> <li>Complete delivery of <i>Our Dreaming</i>, including the evaluation and sharing of learning</li> <li>Develop and implement an engagement strategy for communities of interest, including the framework for active involvement of community in decision-making</li> </ul>
	Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Deliver onsite and online programming for children and families to support <i>Our Dreaming</i></li> </ul>
1.5 Deliver the black&write! Indigenous writing and editing project at the national level	Manager, Reading Writing and Ideas	Dec 2013	<ul style="list-style-type: none"> <li>Develop a sustainable model, and secure funding for the black&amp;write! Indigenous writing and editing project</li> </ul>
	Executive Manager, Communications	Jun 2014	<ul style="list-style-type: none"> <li>Deliver marketing and communications resources to support black&amp;write!</li> </ul>
1.6 Continue to strengthen the Queensland writing sector, including advocacy, programming and partnerships for Aboriginal and Torres Strait Islander peoples	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Promote and link emerging and established authors in IKC communities to SLQ writing initiatives and other programs through communications such as the IKC network blog and newsletter</li> </ul>



## Relationships CONT'D

Action	Responsibility	Timeline	Target
1.7 Provide a rich and stimulating mix of literacy-based programming to develop children's and families' lifelong love of reading	Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Deliver programs and resources for Aboriginal and Torres Strait Islander children, carers, families and professionals to meet the needs of individual Queensland communities through promotion of Dads Read, Summer Reading Club and Indigenous Literacy Foundation book sets across the IKC network</li> </ul>
	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Deliver with IKCs a range of literacy programs such as writers/performance workshop, literacy through the arts, digital literacy, intergenerational literacy and bilingual activities</li> </ul>
1.8 Create a consolidated programming framework and schedule that addresses onsite, online and offsite delivery across all programming units	Executive Manager, Literacy and Young Peoples Services; Manager, Development and Learning; Regional Manager, Cairns Office; Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Deliver national Summer Reading Club program and advocate to Queensland public libraries and IKCs</li> </ul>
	Executive Manager, Literacy and Young Peoples Services; Executive Manager, kuril dhagun	Jun 2014	<ul style="list-style-type: none"> <li>Co-deliver annual Murri Christmas and holiday events for Aboriginal and Torres Strait Islander children, and children of the broader Australian community</li> </ul>
1.9 Develop models that enable SLQ to deliver exhibitions, events, activities and learning regionally	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Investigate opportunities for IKCs to host travelling exhibitions (i.e. <i>Our Dreaming: animating country, Laura: festival in focus, Transforming Tindale</i>)</li> </ul>
1.10 Assist in developing people's skills to access info and content through learning programs and projects	Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Facilitate and actively promote Looking @ 2.0 to all Rural Libraries Queensland and IKCs</li> </ul>
	Director, Engagement and Partnerships	Jun 2014	<ul style="list-style-type: none"> <li>Looking @ 2.0 programs delivered in IKCs</li> <li>Program responsive to the feedback and needs of each community</li> </ul>

**Below:** Storytelling through oral history at The Edge, SLQ. Zenovia Pappas (left), a 3rd and 4th generation Greek Australian, with Dana Mam. Dana is of both Aboriginal and Torres Strait Islander descent. She identifies with Kuku Yalanji people from Cooktown, Far North Queensland with her Torres Strait Islander bloodline coming from St Paul's Village, Moa Island. **Image:** Jo-Anne Driessens.



# Respect

State Library ensures all our people, services and programs are respectful of Aboriginal and Torres Strait Islander peoples' cultures, traditions and achievements. We create an organisational culture that is welcoming, inclusive and respects Aboriginal and Torres Strait Islander peoples.

## Focus area – Co-create Queensland's memory (QM)

Action	Responsibility	Timeline	Target
2.1 Engage employees in cultural learning to increase understanding and appreciation of different cultural backgrounds in order to lay the foundation for other RAP actions to be achieved	Executive Manager, People and Planning	Jun 2014	<ul style="list-style-type: none"> <li>SLQ commits to 267 staff members (100%) who will participate in cultural awareness training</li> </ul>
2.2 Support SLQ Aboriginal and Torres Strait Islander employees to engage with their culture and community through NAIDOC Week events	Director Engagement and Partnerships; Regional Manager Cairns Office	Jul 2013	<ul style="list-style-type: none"> <li>Support all SLQ staff to participate in NAIDOC events in the local community</li> <li>SLQ South Bank and Cannon Hill teams led by kuril dhagun and Learning and Participation partner with Cultural Precinct organisations at NAIDOC Family Fun Day at Musgrave Park</li> <li>Cairns Office deliver activities and provide information about services and resources at NAIDOC in the Park at Fogarty Park</li> </ul>
2.3 Promote access to, and enhance online discoverability of Aboriginal and Torres Strait Islander original materials	Executive Manager, Communications	Jun 2014	<ul style="list-style-type: none"> <li>Provide marketing and communications support and expert advice for Pitch In! digital volunteering project</li> <li>Ensure website enables easy access to One Search</li> <li>Develop the visual identity, marketing and communications materials, and online presence for Aboriginal and Torres Strait Islander initiatives in this area</li> </ul>
	Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Investigate the continued collection and use of Aboriginal and Torres Strait Islander content created by and relating to children and young people, including showcasing this content onsite and online</li> </ul>
	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Facilitate access by IKC communities to SLQ collections – in particular Aboriginal and Torres Strait Islander collections – and facilitate permissions to utilise images of individuals or community events in SLQ collections or publications</li> </ul>
2.4 Review the cultural protocols and clearance procedures for collections relevant to Aboriginal and Torres Strait Islander peoples	Executive Manager, Queensland Memory	Mar 2014	<ul style="list-style-type: none"> <li>Ensure the cultural protocols and clearance procedures for SLQ's collections are undertaken</li> <li>Contribute to and refresh procedures for implementing Aboriginal and Torres Strait Islander collections protocols for SLQ collections</li> <li>New protocols available online for SLQ employees to access</li> </ul>
2.5 Explore collaboration options with external stakeholders to share Queensland's documentary heritage	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Support the continued development of local history collections across the IKC network in partnership with Aboriginal and Torres Strait Islander Councils as they progress their community cultural plans</li> <li>Evaluate the current Pitjar Kultja digital repository trial to inform next steps and continue to support the 4 current sites</li> </ul>
2.6 Lead a broad community of interest in creating a wide range of collection activities to commemorate the 100th anniversary of WWI	Regional Manager, Cairns Office; Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Support the development of an Aboriginal and Torres Strait Islander community interest in the collection of activities commemorating the 100 year anniversary of WWI with Rural Libraries Queensland and IKCs</li> </ul>



## Respect CONT'D

Action	Responsibility	Timeline Target	
2.7 Collaborate with people and organisations to develop, collect, share and create Queensland content for current and future generations	Regional Manager, Cairns Office	Dec 2013	<ul style="list-style-type: none"> <li>Continue to implement the Aurukun multimedia project, supporting the digitisation of the history of seven clan groups through the provision of training and infrastructure at Aurukun IKC</li> </ul>
2.8 Ensure the longevity of Queensland content by growing capacity in research, curation, preservation and discovery	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Partner with Collection Preservation to run clinics in IKCs using Skype and to develop video tutorials to further develop procedures for protection of community cultural assets</li> <li>Support IKC communities to contribute ephemera and by partnering with QM on identified/agreed material towards building the SLQ collections</li> </ul>
2.11 Make visible the diverse knowledge, stories, culture and creative outputs from people around the state, especially Queensland's Aboriginal and Torres Strait Islander cultures	Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Exhibit Barbara Piscitelli Children's Art Archive works, including works by Aboriginal and Torres Strait Islander children, in The Corner and continue to digitise the artwork in this collection</li> </ul>
	Executive Manager, Queensland Memory	Jun 2014	<ul style="list-style-type: none"> <li>Develop and deliver an Indigenous Languages Strategy for discovery and engagement of Aboriginal and Torres Strait Islander collections and the creation of new knowledge</li> </ul>
2.12 Collaborate with people and organisations to develop, collect, share and create Queensland content for current and future generations	Executive Manager, Queensland Memory	Jun 2014	<ul style="list-style-type: none"> <li>Meet our legislative mandate to collect material published in Queensland by, about and for Aboriginal and Torres Strait Islander peoples including retrospective and contemporary, digital and physical</li> <li>Develop a collecting and discovery strategy for material relating to the 1967 referendum (50th anniversary in 2017)</li> </ul>
2.13 Encourage employees to use protocols around Acknowledgement of Country and Welcome to Country	Executive Manager, Communications	Jun 2014	<ul style="list-style-type: none"> <li>Acknowledgement of Country at all SLQ events</li> <li>Acknowledgement of Country on SLQ website and publications</li> <li>Traditional Owner Welcome to Country address at significant SLQ events</li> <li>A list of key contacts for organising a Welcome to Country protocol developed for staff use</li> <li>Ensure protocol encourages senior leaders to personally reply to a Welcome to Country</li> </ul>

**Below:** Tania Schafer, the Contemporary Collecting librarian in Queensland Memory at SLQ, is an Aboriginal woman with connections to the Mununjali and Bundjalung groups. **Image:** Jo-Anne Driessens.



# Opportunities

State Library understands that it is important to develop culturally appropriate opportunities in services, programs and policies that meet the needs of Aboriginal and Torres Strait Islander peoples throughout Queensland.

## Focus area – Improve access to library services and develop our people and capability

Action	Responsibility	Timeline	Target
3.1 Establish a SLQ workforce planning strategy to attract and retain Aboriginal and Torres Strait Islander talent	Executive Manager, People and Planning	Jun 2014	<ul style="list-style-type: none"> <li>Design and pilot Aboriginal and Torres Strait Islander internship program and secure external funding sources to support this</li> <li>Monitor progress towards the achievement of Aboriginal and Torres Strait Islander representation target of 5%</li> <li>Conduct information sessions for managers about attracting and recruiting Aboriginal and Torres Strait Islander employees</li> <li>Establish identified positions register and regular review of SLQ vacancies to assess if a role should be identified</li> </ul>
3.2 Establish a SLQ workforce planning strategy to increase Aboriginal and Torres Strait Islander employees capacity in career development	Executive Manager, People and Planning	Jun 2014	<ul style="list-style-type: none"> <li>Professional development for existing Aboriginal and Torres Strait Islander staff through the Aboriginal and Torres Strait Islander Leadership Grant initiative and career counselling</li> </ul>
3.3 Develop opportunities to increase Aboriginal and Torres Strait Islander supplier diversity across SLQ	Regional Manager Cairns Office; Executive Manager kuril dhagun	Jun 2014	<ul style="list-style-type: none"> <li>Commit to a procurement target for the use of at least two Aboriginal and Torres Strait Islander businesses</li> </ul>
3.4 Deliver on the SLQ <i>Reconciliation Action Plan</i> to build relationships, respect, opportunities and accountability	Executive Manager, People and Planning	Jun 2014	<ul style="list-style-type: none"> <li>Lead the implementation of SLQ's Aboriginal &amp; Torres Strait Islander Workforce Strategy 2012–16</li> </ul>
	Executive Manager, Communications	Feb 2014	<ul style="list-style-type: none"> <li>Develop an Aboriginal and Torres Strait Islander Style Guide in collaboration with staff across SLQ</li> <li>Ensure that Aboriginal and Torres Strait Islander peoples are referred to correctly in SLQ communications</li> </ul>
	Executive Manager, kuril dhagun	Mar 2014	<ul style="list-style-type: none"> <li>Develop guidelines for working with community, specific to SLQ</li> </ul>
	Manager, Social Inclusion	Jun 2014	<ul style="list-style-type: none"> <li>Lead the implementation and review of the annual RAP to build relationships, respect, opportunities and accountabilities including RAP working group secretariat</li> </ul>
	Operations Manager, Cannon Hill	Mar 2014	<ul style="list-style-type: none"> <li>Investigate the provision of Aboriginal and Torres Strait Islander family history e-resources from the Aurora catalogue</li> </ul>
		Jun 2014	<ul style="list-style-type: none"> <li>Advocate and engage with Regional Libraries Queensland library staff with the Welcome Toolkit resources</li> </ul>

## Opportunities CONT'D

Action	Responsibility	Timeline	Target
3.5 Continue to partner with Local Government and other stakeholders to make library services available to remote Aboriginal and Torres Strait Islander communities	Executive Manager, Communications	Jul 2013	<ul style="list-style-type: none"> <li>Deliver the IKC blog platform</li> </ul>
	Executive Manager, Queensland Memory	Jun 2014	<ul style="list-style-type: none"> <li>Support the Ari Iritja/ Pitjar Kultja databases in IKCs</li> </ul>
	Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Support and deliver resources for alternative service points for Aboriginal and Torres Strait Islander communities without an IKC</li> <li>Continue to develop and evaluate IKC collections and implement an e-collection that includes audio, music and eBooks</li> </ul>
	Manager, Social Inclusion	Dec 2013	<ul style="list-style-type: none"> <li>Conduct a survey of public library practices to inform future resources, advocacy and training support for public library services for Aboriginal and Torres Strait Islander communities</li> </ul>
	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Develop measures and reporting mechanisms, including the IKC blog, to demonstrate outcomes and outputs from IKCs</li> <li>Align the Aurora library management system with RLQ content and continue training to the IKC network</li> <li>Facilitate accredited training and professional development for IKC coordinators and their communities including the annual IKC Coordinators Workshop and online training opportunities</li> <li>Partner with local Councils to establish IKCs and further opportunities for other SLQ unit involvement including promotion and advocacy where appropriate</li> <li>Develop the IKC blog to continue to reflect community ownership, culture and language diversity</li> </ul>
3.6 Develop kuril dhagun as a centre for excellence and innovation in community connection, advocacy and the creating, sharing and preserving of Aboriginal and Torres Strait Islander peoples cultural heritage, knowledge, ideas and experiences	Regional Manager, Cairns Office; Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Seek funding for a remote tour of the Top Secret Storyteller Clubhouse, including workshop for IKC coordinators</li> <li>Support involvement of IKCs in online Summer Reading Club and digital resources</li> </ul>
	Executive Manager, Communications	Jun 2014	<ul style="list-style-type: none"> <li>Deliver marketing and communications for kuril dhagun to position it as a centre for excellence and innovation</li> </ul>
	Executive Manager, ICTS	Jun 2014	<ul style="list-style-type: none"> <li>Assist with kuril dhagun redevelopment through the provision of public access infrastructure for services to Aboriginal and Torres Strait Islander clients and communities</li> </ul>
	Executive Manager, kuril dhagun	Jan 2014	<ul style="list-style-type: none"> <li>Develop a community and education workshop program for Aboriginal and Torres Strait Islander clients</li> <li>Continue to develop the kuril dhagun digital program for Deadly Stories and Tellin' Country initiatives</li> <li>Engage Aboriginal and Torres Strait Islander communities through the opportunity of public programming</li> </ul>
3.7 Identify and address barriers for Aboriginal and Torres Strait Islander peoples to access, including print and digital literacy issues; cultural, language and social barriers; and technological barriers	Manager, Social Inclusion; Executive Manager kuril dhagun; Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>In conjunction with kuril dhagun, manage the development, implementation and review of the Deadly Stories kuril dhagun online programs</li> <li>Support the IKC communities to contribute digital stories and content to the Welcome Wall</li> </ul>
	Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Promote and support the use of the Miromaa language software across the IKC network</li> <li>Progress IKC coordinators/community linguists involvement in the International Association of Applied Linguists World Congress in Brisbane 10–15 August 2014</li> </ul>
		Aug 2013	<ul style="list-style-type: none"> <li>Support State Library presence and the community-based linguists presentation at the Puliima conference</li> </ul>



## Opportunities CONT'D

Action	Responsibility	Timeline	Target
3.8 Demonstrate a long term commitment to engaging with Aboriginal peoples and Torres Strait Islander peoples	Manager, Social Inclusion	Jun 2014	<ul style="list-style-type: none"> <li>Provide secretariat and advisory services to the Library Board's IAG</li> </ul>
	Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Work with black&amp;write! to engage Aboriginal and Torres Strait Islander authors as Dads Read ambassadors</li> </ul>
3.9 Initiate a 3 year plan for <i>The Next Horizon: VISION 2017</i> priority action areas: leadership, partnerships, collections and library workforce	Operations Manager, Cannon Hill	Jun 2014	<ul style="list-style-type: none"> <li>Develop a content strategy for Regional Libraries Queensland, IKCs and centralised collections</li> </ul>
	Director, Regional Access and Public Libraries	Jun 2014	<ul style="list-style-type: none"> <li>Investigate — in partnership with Local Government Association of Queensland, State and Commonwealth agencies— funding opportunities for public libraries, in particular those that support the sustainability of the IKC network</li> </ul>
	Regional Manager, Cairns Office; Manager, Development and Learning; Executive Manager Regional Partnerships; Executive Manager, Literacy and Young Peoples Services	Jun 2014	<ul style="list-style-type: none"> <li>Deliver a strategic program of training and professional development programs to and for public libraries, IKCs, partners and stakeholders, including options for online and face-to-face delivery</li> </ul>
3.10 Finalise the 2014–17 Public Library Grants methodology review	Manager, Local Government Services; Regional Manager, Cairns Office	Jun 2014	<ul style="list-style-type: none"> <li>Manage the annual Public Library Grant and reporting cycle, including IKC staffing grant</li> </ul>

## Tracking progress and reporting

Action	Responsibility	Timeline	Target
4.1 Report achievements, challenges and learnings to Reconciliation Australia for inclusion in the Annual Impact Measurement Report	Manager Social Inclusion	Jun 2014	Complete and submit the RAP Impact Measurement Questionnaire to Reconciliation Australia annually.

## Contact details:

For enquiries about our RAP, please contact Colin Crosbie on (07) 3842 9975 or email [colin.crosbie@slq.qld.gov.au](mailto:colin.crosbie@slq.qld.gov.au)

**Below:** Members of SLQ's kuril dhagun team: Elena, Nadine, Amanda and Katina. **Image:** Jo-Anne Driessens.







Above: Mrs Anima Pearson demonstrates palm weaving during a Culture Love workshop, Hammond Island  
Image: Christine Garnier

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